EXHIBITOR SERVICE MANUAL

2015
Army Aviation Mission Solutions Summit

March 29-31, 2015

GAYLORD OPRYLAND HOTEL®
Nashville, Tennessee

RPM CompleteXPO Services
Meeting the Needs of Today's Events!

411 W. Lake Brantley Rd.
Altamonte Springs, FL 32714
Phone: (407) 786-EXPO (3976)
Fax: (407) 786-3977
Email: info@completexpo.com
On the Web: www.rpmcompletexpo.net

RPM CompleteXPO Services
Meeting The Needs of Today's Events!
411 W. Lake Brantley Rd., Altamonte Springs, FL 32714
Phone 407-786-EXPO (3976) • Fax 407-786-3977
E-Mail: info@completexpo.com

Army Aviation Mission Solutions Summit

March 29-31, 2015 Nashville, TN

RPM CompleteXPO Services Welcome Letter

Dear Exhibitor,

We are pleased to announce that **RPM CompleteXPO Services** has again been chosen to be the Official Service Contractor for the **Army Aviation Mission Solutions Summit** to be held March 29th-31st, at the Gaylord Opryland Hotel in Nashville, Tennessee.

We are very are looking forward to working with you and providing you the very best of services and furnishings!

The exhibitor service manual you are now viewing contains vital information concerning all facets of the event. Included in this manual are important deadlines, your set-up and dismantle schedules, and shipping details including shipping labels, plus order forms to order all the services and furnishings you will need for your booth. For your convenience, we recommend that you save this pdf version to your computer desktop or print a copy to keep for reference .

As always, there are several options in place to make placing your order easy and convenient. **Online ordering is available in a new, user-friendly format.** If you have not yet received an email from us containing a direct link and your login information for online ordering, please let us know right away. Or, if you prefer, you may mail, fax or email your order to our office.

If you have any questions in the meantime, please feel free to call us at 407-786-3976 or email us at:

Justine Finocchiaro-Doles
justine@completexpo.com

Rhonda Raetz
rhonda@completexpo.com

All of us here at **RPM CompleteXPO Services** look forward to working with you!

Warm regards,

Justine Finocchiaro-Doles
Executive Director of Customer Relations

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Army Aviation Mission Solutions Summit

March 29-31, 2015 Nashville, TN

Exhibitor Information

Dear Exhibitor,
RPM CompleteXPO Services is pleased to have been chosen as the Official General Service Contractor for the **2014 Army Aviation Mission Solution Summit**. We recognize that your participation in this event is a vital part of your firm's marketing program, and we want to do everything possible to make it profitable and rewarding for you. If you need assistance, please contact our Customer Service Department at 407-786-3976.

All questions regarding the convention's policies, space assignments, display limitations and event schedules should be directed to:

The Army Aviation Association of America, Inc. (AAAA)
593 Main Street
Monroe, CT 06468-2806
Phone: (203) 268-2450
Fax: (203) 268-5870
Email: aaaa@quad-a.org

All questions regarding shipping, storage, furniture rental, labor, and other services, should be directed to:

RPM CompleteXPO Services
411 W. Lake Brantley Rd.
Altamonte Springs, FL 32714
Phone: (407) 786-EXPO (3976)
Fax: (407) 786-3977
E-Mail: info@completexpo.com
Web: www.rpmcompletexpo.net

Included in this service kit are order forms for various furnishings and services you may require for your booth. RPM CompleteXPO forms are to be returned to our office via fax, email or mail.

Order forms for products/services provided by official supplies other than RPM should be sent to the specific contractor providing the service. Please do not send utility, A/V, internet service, etc. forms to RPM CompleteXPO Services. Please review these forms and submit your orders as early as possible.

Important Deadlines

Advance Price Discount Deadline for all RPM CompleteXPO orders: .....Friday, March 13, 2015
First day for warehouse deliveries without a surcharge:.....Wednesday, February 26, 2015
Last day for warehouse deliveries without a surcharge:.....Friday, March 20, 2015
First day freight can arrive at show site:.....Friday, March 27, 2015

Your 10 ft. X 10 ft. Booth Includes:

- 8 ft. high Teal/Black Draped Back Wall with 3 ft. high Black Draped Side Dividers
- 7 in. by 44 in. Booth Identification Sign displaying the exhibiting company's name and booth number.

NOTE: The Exhibit floor is NOT Carpeted. The Aisle Carpet will be Teal and Black.

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Exhibitor Information - continued

Exhibit Installation and Dismantle Schedule		
Targeted Set-Up:	Thursday, March 26, 2015	PLEASE CONTACT: **Rick Rhodes** The Association Group, Inc. Direct: 404-798-2029 Fax: 770-433-2907 Email: rick@theassociationgroup.com
Exhibitor Set-Up:	Friday, March 27, 2015 Saturday, March 28, 2015 Sunday, March 29, 2015	1:00 pm — 6:00 pm 8:00 am — 6:00 pm 8:00 am — 2:30 pm
***Important:** Exhibits MUST be set up by 2:00 pm*		
Early Bird Grand Opening of Exhibits	Sunday, March 29, 2015	4:30 pm — 7:30 pm
Exhibit Hours:	Monday, March 30, 2015 Tuesday, March 31, 2015	11:00 am — 5:00 pm 11:00 am — 5:00 pm
Dismantle Hours:	Tuesday, March 31, 2015 Wednesday, April 1, 2015	5:00 pm — 11:00 pm 8:00 am — 8:00 pm

***Important:** Exhibits may not be dismantled prior to 5:00 pm on Tuesday, March 31st. All exhibits must be dismantled and removed by Wednesday, April 1st at 8:00 pm. Truck drivers must sign in for pick-up before 12:00 noon or freight may be re-routed through RPM Logistics, the house carrier.*

Shipping Addresses	
Advance Shipments to Warehouse Address:	RPM CompleteXPO Services/ Army Aviation Mission Solutions Summit c/o Forward Air - BNA 541 Harding Industrial Drive Nashville, TN 37217 (615) 832-5909 Booth #_____
Direct to Show Site Address:	Army Aviation Mission Solutions Summit c/o RPM CompleteXPO Services Gaylord Opryland Hotel — Ryman C 2815 Opryland Drive Nashville, TN 37214 Booth #_____

ADVANCE WAREHOUSE

EXHIBIT MATERIAL

Rush to:

Forward Air - BNA
541 Harding Industrial Drive
Nashville, TN 37217

Army Aviation
Mission Solutions Summit
Gaylord Opryland Hotel
Nashville, Tennessee
March 29-31, 2015

RPM CompleteXPO Services
Meeting the Needs of Today's Events!

Exhibitor _____

Booth # _____

Late to warehouse charges apply after:
March 20, 2015

ADVANCE WAREHOUSE

EXHIBIT MATERIAL

Rush to:

Forward Air - BNA
541 Harding Industrial Drive
Nashville, TN 37217

Army Aviation
Mission Solutions Summit
Gaylord Opryland Hotel
Nashville, Tennessee
March 29-31, 2015

RPM CompleteXPO Services
Meeting the Needs of Today's Events!

Exhibitor _____

Booth # _____

Late to warehouse charges apply after:
March 20, 2015

- These shipping labels are provided for your convenience to assist in preparing shipments direct to the advance warehouse.
- Please cut along dashed lines and affix one to each piece of your shipment direct to the advance warehouse.
- Please make additional copies of these labels as needed.
- Important note: Warehouse is not temperature controlled.
- Hazardous materials will not be accepted at warehouse.

IMPORTANT: These labels are for Advance Warehouse Shipments ONLY.

DIRECT TO SHOW SITE

EXHIBIT MATERIAL

Rush to:

Gaylord Opryland Hotel
2815 Opryland Drive - Ryman C
Nashville, TN 37214

RPM CompleteXPO Services
Meeting the Needs of Today's Events!

Exhibitor

Booth #

Army Aviation
Mission Solutions Summit
Gaylord Opryland Hotel
Nashville, Tennessee
March 29-31, 2015

Exhibitor move-in begins:
March 29, 2015

DIRECT TO SHOW SITE

EXHIBIT MATERIAL

Rush to:

Gaylord Opryland Hotel
2815 Opryland Drive - Ryman C
Nashville, TN 37214

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Exhibitor

Booth #

Army Aviation
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Nashville, Tennessee
March 29-31, 2015

Exhibitor move-in begins:
March 29, 2015

- These shipping labels are provided for your convenience to assist in preparing shipments direct to show site.
- Please cut along dashed lines and affix one to each piece of your shipment direct to the show site.
- Please make additional copies of these labels as needed.
- Important note: Hazardous materials will not be accepted at show site.

RPM LOGISTICS, INC.

Tell us where...We'll take you there!

RPM Logistics is the official carrier for all in- and outbound shipping for the Army Aviation Mission Solutions Summit. We offer competitive rates and one-on-one customer service. Also, we make things easy for you by providing you with your completed bill of lading, shipping labels, shrink wrap and pallets on the outbound.

Please call now and speak to one of our friendly and experienced logistics coordinators.

Call us!

407-786-3976

ATTENTION:

Army Aviation Mission Solutions Summit Exhibitors

Have you made your shipping arrangements?

One call can take care of your shipping needs... both INBOUND and OUTBOUND!

ADVANTAGES TO USING YOUR OFFICAL SHOW CARRIER:

- ☑ **ON-SITE REPRESENTATIVE**....
  To assist you with all your shipping needs
- ☑ **COMPETITIVE RATES**....
  RPM offers standard and expedited service.
- ☑ **MORE PERKS, LESS HASSLE**....
  We'll provide you with printed shipping labels and your completed bill-of-lading. On the outbound, we'll include free shrink wrap and pallets
- ☑ **DOOR TO DOOR TRACKING**....
  Locate your freight at any time with one call.

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Payment Policies

- **Payment Options**
  RPM CompleteXPO Services, the official general service contractor for the **Army Aviation Mission Solutions Summit**, is pleased to offer you three convenient ways to pay for furniture and carpet rentals, material handling, signs, shipping, and other provided services.

  - **Checks**
    - All checks must be in U.S. funds drawn on a U.S. Bank.
    - For advance payments by company check please submit your check with the anticipated charges, along with the completed order forms. Although you may choose to pay by company check or cash, for all charges incurred at show site, ***we require your signed Payment and Credit Card Authorization Form*** to be on file with CompleteXPO Services, in advance, to guarantee payment. Please make all checks payable to: **RPM CompleteXPO Services.**
  - **Wire Transfer in U.S. Funds**
    - Address to: BANK OF AMERICA — GEORGIA, 2800 Lawrenceville-Suwanee Rd, Suwanee, GA 30024
      Routing # 061000052 Account # 3284829332 SWIFT Code: BOFAUS3N
    - Wire transfers must be initiated and confirmed at least two weeks prior to move-in. Wire transfers must include your company name, show name and booth number.
    - Due to the various processing fees we incur from banks clearing wire transfers into our accounts, RPM CompleteXPO Services will charge the following fees:
      - **Domestic incoming wire transfer fee: $25.00**
      - **International incoming wire transfer fee: $35.00**
  - **Credit Card**
    - We accept MasterCard, Visa, Discover and American Express. To authorize charges, you must complete the enclosed ***Payment and Credit Card Authorization Form.*** By completing and returning the Payment and Credit Card Authorization Form you are authorizing RPM CompleteXPO and/or RPM Logistics to charge your credit card for any and all charges incurred.

- **Show Site Orders**
  To save money, take advantage of the pre-show discounts by ordering as many of your requirements as soon as possible in advance. ***For the discount prices to be in effect, your order must be received by the Return Deadline Date of Friday, March 13, 2015, and payment must accompany your order.*** Orders received after the Return Deadline Date or made at the Exhibitor Service Desk during the show will be billed at standard rates listed on the various order forms.

- **Payment Terms**
  To process your order for services and materials listed in the Exhibitor Service Manual, we require your signed ***Payment and Credit Card Authorization Form*** to be on file with RPM CompleteXPO Services to guarantee payment. Invoices for outstanding balances will be available at the Exhibitor Service Desk for your review and payment. Pre-payments will be indicated, and any balance due must be paid in full by cash, traveler's check, credit card or check upon presentation. All payment disputes should be resolved before leaving the show site.

  Invoices will be distributed on the last day of the show. If you have any questions or concerns in regard to your charges for inbound freight, installation, labor, furniture or accessories, please stop by the Exhibitor Service Desk. Charges for these items may not be disputed after the show.

  Additionally, RPM CompleteXPO Services is authorized to charge the exhibitor's credit card for any charges incurred following the show, e.g., dismantle labor, outbound overtime drayage charges, etc. In these circumstances, RPM CompleteXPO Services will charge the exhibitor's credit card on file, and mail an invoice to the exhibitor, outlining the charges which were billed.

  All charges are payable in U.S. funds only. ***No telephone orders will be accepted.***

- **Cancellation Policy**
  - Standard rental item orders cancelled prior to delivery will be refunded at 100% of the original price.
  - Labor service orders cancelled 48 hours prior to move in will be refunded at 100% of original price. Labor service orders cancelled less than 48 hours prior to move-in will be invoiced a minimum of one hour per worker.
- **Note:** All materials are on a rental basis for the duration of the show, must be returned in good working order and will remain the property of RPM CompleteXPO Services.

RPM Logistics

For Shipping Rates, please fax this form to 407-786-3977
For Shipping Questions, please call 407-786-3976
or email us at info@completexpo.com

Company Name:_____ Contact Name: _____

Phone:_____ Cell:_____ Fax: _____Email: _____

Event Name: Army Aviation Mission Solutions Summit Booth Number:_____

PICK-UP INFORMATION

Date of Pick-Up: _____ Your Shipping/Receiving Hours:_____a.m. to _____ p.m.

Is this pick-up location: ❑ Business ❑ Residence ❑ Home Business

Address of Pick-Up: _____

_____

_____

Pick-up Contact Name:_____Phone:_____Fax:_____

IMPORTANT - After Hours Contact Name: _____Phone: _____

Is there a Loading Dock: ❑ Yes ❑ No

If No, is this Inside Pick-Up: ❑ Yes ❑ No Is there access to: ❑ Elevator ❑ Stairs

Will this Pick-Up require: ❑ Lift Gate ❑ Pallet Jack ❑ Hazardous Materials ❑ Other_____

Is this Shipment: ❑ Round Trip ❑ One-Way Inbound ❑ One-Way Outbound

Comments: _____

DELIVERY INFORMATION

Date of Delivery: _____ ❑ Advance Warehouse ❑ Direct to Show Site

Delivery Address: _____

_____

_____

Show Name: _____Exhibitor Name: _____Booth #: _____

METHOD OF SHIPMENT

Ground: ❑ Less than a Truck Load ❑ Full Truck Load

Air: ❑ Overnight AM (by 12 Noon) ❑ Overnight PM (by 5PM) ❑ Second Day ❑ 3-5 Day

WEIGHT AND DIMENSIONS
(Final rate is subject to correct weight and dimensions)

List Piece Descriptions	Length (inches)	Width (inches)	Height (inches)	Estimated Weight (lbs.)
Total Pieces:			Total Weight:	

Payment Method: ❑ RPM Logistics ❑ RPM Logistics *and* All RPM CompleteXPO Services Orders

❑ Credit Card (check card type & complete info below): ❑ Visa ❑ MasterCard ❑ Discover ❑ AMEX

❑ Check* Enclosed: # _____ Dated____ / ___/ ___ in the amount of $ _____

*NOTE: *If paying by check, you are required to provide a Credit Card Authorization as a guarantee of payment.*

Card Number Exp. Date

Please enter the Security (CVV2) Code on your card:

Cardholder Name (print): _____ Cardholder's Signature: _____

Billing Address of Cardholder: _____

City:_____State: _____ ZIP Code:_____

— OFFICE USE ONLY —

Quoted_____ Quote ID _____ ❑ Caravan_____ ❑ Carrier _____

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Army Aviation Mission Solutions Summit
March 29-31, 2015 Nashville, TN

Payment and Credit Card Authorization Form

Return Deadline: March 13, 2015

Please complete the information requested and return payment in full with this form and your orders. You may choose to pay by credit card or check; however, we require your credit card authorization to be on file with RPM CompleteXPO Services. For your convenience, we will use this authorization to charge your credit card for any additional amounts incurred as a result of show orders placed by your representative for this event.

Payment Method:

- ☐ Corporate Credit Card
- ☐ Personal Credit Card
- ☐ Check*
- ☐ Wire Transfer (fee applies)*

*Please note: You may choose to pay by Check or Wire Transfer; however, a credit card is required to be on file for any charges not covered by check or wire payment.

Card Type:

☐ AMERICAN EXPRESS ☐ MasterCard ☐ VISA ☐ DISCOVER

Card Number:

___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___

Expiration Date:	***CVV2 (Security) Code:***
_____ / _____ / _____	_____ _____ _____ _____

ORDER RECAP

Enter totals from each completed form

**** Note: Items taxable in the State of Tennessee***

* Exhibitor Booth Rental	$	
*Standard Tables Risers and Seating	$	
* Booth Accessories and Specialty Equipment	$	
* Booth Carpet/Padding	$	
* Plush Custom-Size Carpet	$	
* Modular Hardwall Accessories	$	
* Back Drape and Side Rail	$	
* Signs, Banners and Accessories	$	
Vehicle Spotting	$	
Material Handling	$	
Accessible Storage	$	
Display Labor	$	
Rigging Labor Order	$	
Booth Cleaning / Periodic Porter Service	$	
TOTAL AMOUNT DUE ➔	**$**	

Cardholder's Name (print or type):			
Cardholder's Billing Address:			
City:	State:	ZIP:	
Cardholder's Signature:		Date:	
ALL ORDERS SUBJECT TO LIMITS OF LIABILITY AS SET FORTH ON FOLLOWING PAGE			
Company Name:		Booth #:	
Street Address:	City:	State:	ZIP:
Phone #:	Fax #:		
Ordered By:		E-Mail:	
Signature:		Date:	

Limits of Liability and Responsibility

1. RPM CompleteXPO Services, LLC shall not be responsible for damage to uncrated materials, materials improperly packed or concealed damage.

2. RPM CompleteXPO Services, LLC shall not be responsible for loss, theft or disappearance of exhibitor's materials after same has been delivered to the exhibitor's booth.

3. RPM CompleteXPO Services, LLC shall not be responsible for loss, theft or disappearance of exhibitor's materials before they are picked up from exhibitor's booth for reloading after the show. Bills-of-Lading covering outgoing shipments, which are furnished by RPM CompleteXPO Services, LLC to the exhibitor, will be checked at the time of actual pick-up from the booth and corrections made where discrepancies occur.

4. RPM CompleteXPO Services, LLC shall not be responsible for any loss, damage or delay due to fire, acts of God, strikes, lockouts or work stoppages of any kind or to any causes beyond its control.

5. RPM CompleteXPO Services, LLC liability shall be limited to the physical loss or damage to the specific article which is lost or damaged, and in any event RPM CompleteXPO Services, LLC maximum liability shall be limited to $.50 per lb. per shipment based on the weight of the article(s) lost or damaged, or a maximum liability of $50.00 per shipment, whichever is less.

6. RPM CompleteXPO Services, LLC shall not be liable to any extent whatsoever for any actual, potential or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss or damage to an exhibitor's materials which may make it impossible or impractical to exhibit same.

7. The consignment or delivery of materials to RPM CompleteXPO Services, LLC by an exhibitor, or by any shipper to or on behalf of the exhibitor, shall be construed as acceptance by such exhibitor (and/or shipper) on the terms and conditions set forth.

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Army Aviation Mission Solutions Summit

March 29-31, 2015 Nashville, TN

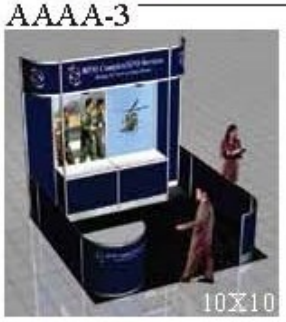
Custom Booth Options

Advance Return Deadline: January 31, 2015*

AAAA-1

AAAA-2

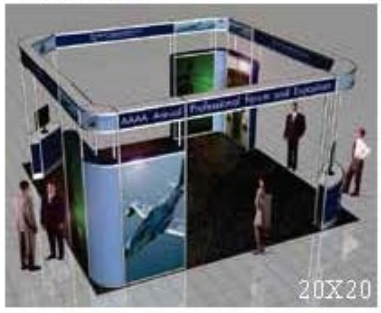
AAAA-3



AAAA-4

AAAA-5

AAAA-6



	*IF ORDERED BY JAN 31 (US Dollars)	*IF ORDERED BY FEB. 27 (US Dollars)
AAAA-1 10 X 10	2,167.00	2,708.75
AAAA-1 10 X 20	4,345.00	5,431.25
AAAA-1 10 X 30	6,545.00	8,181.25
AAAA-2 10 X 10	2,651.00	3,313.75
AAAA-2 10 X 20	5,577.00	6,971.25
AAAA-2 10 X 30	8,338.00	10,422.50
AAAA-3 10 X 10	3,520.00	4,400.00
AAAA-3 10 X 20	6,699.00	8,373.75
AAAA-3 10 X 30	9,273.00	11,591.25
AAAA-4 20 X 20	7,491.00	9,363.75
AAAA-5 20 X 20	9,592.00	11,990.00
AAAA-6 20 X 20	16,170.00	20,212.50

Each unit includes structure, panels (your choice of smooth or Velcro-ready, both available in several colors), stem lights (where shown), light boxes (AAAA-6 only), graphics (production-ready where shown), carpet (your choice of several colors), delivery to show site, drayage to booth location, installation & dismantle labor, and daily booth cleaning. A/V equipment, furnishings, and other show services are added separately. Payment in full by March 7th or April 4th constitutes your rental agreement. Please include completed Payment and Credit Card Authorization Form with your order.

Company Name:	Booth #:
Ordered By:	Phone #:
Signature:	Date:

Your Choice of Rental Unit:
Subtotal (price above):
9.25% TN Sales Tax:
TOTAL:

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Army Aviation Mission Solutions Summit

March 29-31, 2015 Nashville, TN

Standard Tables, Risers & Seating

Return Deadline: March 13, 2015

DRAPED DISPLAY TABLES COLORS: Black, Blue, Gold, Grey, Peach, Purple, Red, Teal and White *Price includes white vinyl top & 3 sides draping*				
Qty	**Description**	**Advance Rate**	**Standard Rate**	**Amount**
	2' X 4' X 30" High	$ 119.50	$ 155.30	$
	2' X 6' X 30" High	$ 139.55	$ 181.40	$
	2' X 8' X 30" High	$ 172.60	$ 224.35	$
	2' X 4' X 42" High	$ 132.15	$ 171.80	$
	2' X 6' X 42" High	$ 172.60	$ 224.35	$
	2' X 8' X 42" High	$ 199.10	$ 258.80	$
UNDRAPED DISPLAY TABLES				
	2' X 4' X 30" High	$ 66.00	$ 91.85	$
	2' X 6' X 30" High	$ 77.00	$ 100.10	$
	2' X 8' X 30" High	$ 92.65	$ 120.45	$
	2' X 4' X 42" High	$ 74.10	$ 96.30	$
	2' X 6' X 42" High	$ 92.65	$ 120.45	$
	2' X 8' X 42" High	$ 104.20	$ 135.40	$
TABLE DRAPING - 4TH SIDE COLORS: Black, Blue, Gold, Grey, Peach, Purple, Red, Teal and White				
	For 30" High Table	$ 63.75	$ 82.90	$
	For 42" High Table	$ 63.75	$ 82.90	$
DRAPED RISERS - WHITE VINYL				
	4' L X 6" H One Step	$ 39.85	$ 51.80	$
	6' L X 6" H One Step	$ 50.75	$ 66.00	$
UNDRAPED RISERS				
	4' L X 6" H One Step	$ 19.25	$ 24.95	$
	6' L X 6" H One Step	$ 26.90	$ 34.95	$

Upholstered Arm Chair

Side Chair

Padded Stool w/Back

CHAIRS AND PEDESTAL TABLES				
Qty	**Description**	**Advance Rate**	**Standard Rate**	**Amount**
	Upholstered Arm Chair	$ 64.90	$ 84.40	$
	Side Chair	$ 59.00	$ 76.65	$
	Padded Stool w/Back	$ 76.65	$ 99.65	$
	Round Pedestal Table (30" H X 30" D)	$ 215.80	$ 280.55	$
	Round Pedestal Table (42" H X 30" D)	$ 226.50	$ 294.40	$
	Round Pedestal Table (30" H X 36" D)	$ 226.50	$ 294.40	$
	Round Pedestal Table (42" H X 36" D)	$ 235.10	$ 305.55	$
			Sub-Total	**$**
			9.25% TN Sales Tax	**$**
			TOTAL AMOUNT ➔	**$**

Draped Riser
Draped Table

30" H Pedestal Table

42" H Pedestal Table

Payment Policy: Payment in full for rental charges, including applicable tax, must accompany your advance order to qualify for discount rates. All orders placed after the return deadline or at the Service Desk will be invoiced at standard rates. All outstanding invoices must be settled at the Service Desk prior to show closing. No telephone orders accepted. All charges in U.S. funds only. Check, cash, traveler's checks, Visa, MasterCard, Discover, and American Express accepted. All rental items are subject to availability.
Cancellation Policy: Standard rental item orders cancelled prior to delivery will be refunded at 100% of the original price.

Company Name:	Booth #:
Ordered By:	Phone #:
Signature:	Date:

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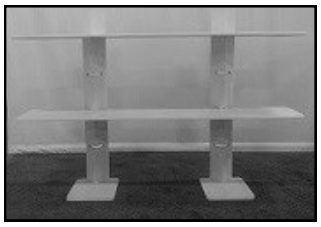
Army Aviation Mission Solutions Summit

March 29-31, 2015 Nashville, TN

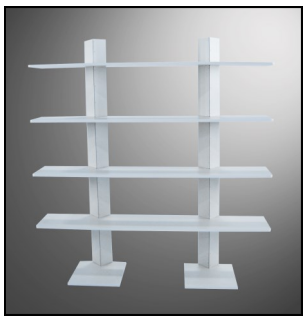
Shelving Units Order Form

Return Deadline: March 13, 2015

4' 2-Shelf Unit


6' 2-Shelf Unit

4' 4-Shelf Unit


6' 4-Shelf Unit

SHELVING UNITS

All shelves and feet will be delivered to your booth; however, it is the exhibitor's responsibility to install and dismantle them.

Quantity	Description	Advance Rate	Standard Rate	Amount
	4' 2-Shelf Unit	$ 60.00	$ 120.00	$
	6' 2-Shelf Unit	$ 70.00	$ 140.00	$
	4' 4-Shelf Unit	$ 120.00	$ 240.00	$
	6' 4-Shelf Unit	$ 140.00	$ 280.00	$
			Sub-Total	**$**
			9.25% TN Sales Tax	**$**
			TOTAL AMOUNT ➔	**$**

Payment Policy: Payment in full for rental charges, including applicable tax, must accompany your advance order to qualify for discount rates. All orders placed after the return deadline or at the Service Desk will be invoiced at standard rates. All outstanding invoices must be settled at the Service Desk prior to show closing. No telephone orders accepted. All charges in U.S. funds only. Check, cash, traveler's checks, Visa, MasterCard, Discover, and American Express accepted. All rental items are subject to availability.

Cancellation Policy: Rental orders cancelled *prior* to delivery will be refunded at 100% of original price. Rental orders cancelled *after* delivery will receive a credit of 50% of the original price to be applied to a new purchase at standard rates. No refunds will be issued.

Company Name:	Booth #:
Ordered By:	Phone #:
Signature:	Date:

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Army Aviation Mission Solutions Summit

March 29-31, 2015 Nashville, TN

Booth Accessories and Specialty Equipment

Return Deadline: March 13, 2015

BOOTH ACCESSORIES AND SPECIALTY EQUIPMENT				
Qty	**Description**	**Advance Rate**	**Standard Rate**	**Amount**
	Wastebasket	$ 18.35	$ 23.85	$
	Floor Easel	$ 33.15	$ 45.20	$
	Waterfall Rack	$ 66.15	$ 86.00	$
	8' Upright	$ 17.70	$ 23.00	$
	Crossbar	$ 11.85	$ 15.35	$
	Garment Rack	$ 133.70	$ 173.75	$
	Bag Rack	$ 133.70	$ 173.75	$
	Literature Rack	$ 186.15	$ 242.00	$
	2' X 8' Grid w/o Legs	$ 102.70	$ 133.50	$
	2' X 6' Grid w/Legs	$ 136.87	$ 177.95	$
	Pegboard: 1 m X 8 ft. White Panel - Vert.	$ 182.55	$ 240.05	$
	Pegboard: 4 ft. X 2 m White Panel - Horiz.	$ 182.55	$ 240.05	$
	Tackboard: 4 ft. X 8 ft. Grey Velcro - Horiz.	$ 182.55	$ 240.05	$
	Showcase - 6' Full View	$ 661.25	$ 820.55	$
	Showcase - 6' Half View	$ 661.25	$ 820.55	$
	Showcase - 6' Quarter View	$ 661.25	$ 820.55	$
	Sign Holder	$ 60.65	$ 88.90	$
	Cocktail Table	$ 71.70	$ 93.20	$
			Sub-Total	**$**
			9.25% TN Sales Tax	**$**
			TOTAL AMOUNT ➔	**$**

Wastebasket

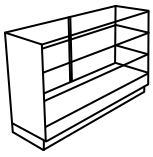
Floor Easel

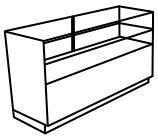
Waterfall Rack

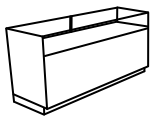
Garment Rack

Bag Rack

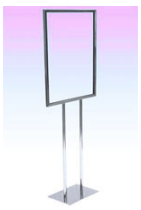
Literature Rack


Showcase - Full View


Showcase - Half View


Showcase - Quarter View

Cocktail Table


Sign Holder

Payment Policy: Payment in full for rental charges, including applicable tax, must accompany your advance order to qualify for discount rates. All orders placed after the return deadline or at the Service Desk will be invoiced at standard rates. All outstanding invoices must be settled at the Service Desk prior to show closing. No telephone orders accepted. All charges in U.S. funds only. Check, cash, traveler's checks, Visa, MasterCard, Discover, and American Express accepted. All rental items are subject to availability.
Cancellation Policy: Standard rental item orders cancelled prior to delivery will be refunded at 100% of the original price.

Company Name:	Booth #:
Ordered By:	Phone #:
Signature:	Date:

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Army Aviation Mission Solutions Summit

March 29-31, 2015 Nashville, TN

Booth Carpet/Padding Order Form

Return Deadline: March 13, 2015

STANDARD CARPET

Price includes installation.
PLEASE CIRCLE COLOR CHOICE: Black, Blue, Burgundy, Gray, Red & Teal

Quantity	Size	Advance Rate	Standard Rate	Amount
	10' X 10'	$ 157.85	$ 205.15	$
	10' X 20'	$ 307.65	$ 410.45	$
	10' X 30'	$ 457.55	$ 594.85	$
	10' X 40'	$ 615.30	$ 794.95	$

CUSTOM SIZE CARPET

Includes poly covering for protection
Note: 100 Square Foot Minimum Order
Price includes Installation to fit booth space.
No guarantee of color match when ordering multiple carpets.
PLEASE CIRCLE COLOR CHOICE: Black, Charcoal, Gray, Navy, Red, Royal Blue, Silver & White

Dimensions	Total Sq. Ft.	Color	Advance Rate	Standard Rate	Amount
' X '	ft.		$ 3.31 / sq. ft.	$ 4.31 / sq. ft.	$

CUSTOM PADDING

Note: 100 Square Foot Minimum Order

Dimensions	Total Sq. Ft.	Advance Rate	Standard Rate	Amount
' X '	ft.	$ .66 / sq. ft.	$ .88 / sq. ft.	$

VISQUEEN

Note: 100 Square Foot Minimum Order

Dimensions	Total Sq. Ft.	Advance Rate	Standard Rate	Amount
' X '	ft.	$ .39 / sq. ft.	$ .49 / sq. ft.	$

Sub-Total	**$**
9.25% TN Sales Tax	**$**
TOTAL AMOUNT ➔	**$**

Standard Carpet Colors

Custom Size Carpet Colors

PLEASE NOTE: The carpet colors shown below are represented as accurately as possible; however, due to the variances among computer monitors and printers, the colors displayed on your screen or printed form may not depict an accurate reproduction of the actual swatch color.

Payment Policy: Payment in full for rental charges, including applicable tax, must accompany your advance order to qualify for discount rates. All orders placed after the return deadline or at the Service Desk will be invoiced at standard rates. All outstanding invoices must be settled at the Service Desk prior to show closing. No telephone orders accepted. All charges in U.S. funds only. Check, cash, traveler's checks, Visa, MasterCard, Discover, and American Express accepted. All rental items are subject to availability.

Cancellation Policy: Standard rental item orders cancelled prior to delivery will be refunded at 100% of the original price.

Company Name:	Booth #:
Ordered By:	Phone #:
Signature:	Date:

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March 29-31, 2015 Nashville, TN

Plush Custom-Size Carpet Order Form

Return Deadline: March 13, 2015

28 OZ. PLUSH CUSTOM-SIZE CARPET

Includes poly covering for protection
Note: 100 Square Foot Minimum Order

PLEASE NOTE: The carpet colors shown below are represented as accurately as possible; however, due to the variances among computer monitors and printers, the colors displayed on your screen or printed form may not depict an accurate reproduction of the actual swatch color.

Dimensions		Total Sq. Ft.	Color	Advance Rate	Standard Rate	Amount
ft.	ft.			$ 4.99 / sq. ft.	$ 6.65 / sq. ft.	$
					Sub-Total	**$**
					9.25% TN Sales Tax	**$**
					TOTAL AMOUNT ➔	**$**

Payment Policy: Payment in full of rental charges, including applicable tax, must accompany your advance order to qualify for discount rates. All orders placed after the return deadline or at the Service Desk will be invoiced at standard rates. All outstanding invoices must be settled at the Service Desk prior to show closing. No telephone orders accepted. All charges in U.S. funds only. Check, Cash, Traveler's checks, Visa, MasterCard, Discover, and American Express accepted. All rental items are subject to availability.

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Modular Hardwall Accessories Order Form

Return Deadline: March 13, 2015

MODULAR HARDWALL ACCESSORIES				
Quantity	**Description**	**Advance Rate**	**Standard Rate**	**Amount**
	Velcro Panel Insert (replaces PVC panel)	$ 163.75	$ 212.80	$
	Pegboard Panel Insert (1 m x 8' high) (replaces PVC panel)	$ 138.95	$ 180.85	$
	Hanging Rod Attachment	$ 147.25	$ 181.35	$
	Cascading Waterfall Attachment	$ 39.70	$ 51.85	$
	Extra White PVC Panel	$ 272.90	$ 355.05	$
	Extra Velcro Panel	$ 314.25	$ 409.05	$
	1 Meter Counter (36"x42"x18")	$ 289.45	$ 375.95	$
	2 Meter Counter (72"x36"x18")	$ 496.15	$ 645.00	$
	Locks for Counters	$ 42.25	$ 55.15	$
	1 Straight Shelf & 2 Brackets	$ 77.70	$ 101.45	$
	1 Angled Shelf & 2 Brackets	$ 94.30	$ 123.50	$
	Side Rail (each)	$ 247.25	$ 290.25	$
			Sub-Total	**$**
			9.25% TN Sales Tax	**$**
			TOTAL AMOUNT ➔	**$**

Payment Policy: Payment in full for rental charges, including applicable tax, must accompany your advance order to qualify for discount rates. All orders placed after the return deadline or at the Service Desk will be invoiced at standard rates. All outstanding invoices must be settled at the Service Desk prior to show closing. No telephone orders accepted. All charges in U.S. funds only. Check, Cash, traveler's checks, Visa, MasterCard, Discover, and American Express accepted. All rental items are subject to availability.

Cancellation Policy: Standard rental item orders cancelled prior to delivery will be refunded at 100% of the original price.

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March 29-31, 2015 Nashville, TN

Back Drape/Side Rail Order Form

Return Deadline: March 13, 2015

BACK DRAPE AND SIDE RAILS

Price is per linear foot and includes required hardware (uprights, crossbars, etc.).
AVAILABLE COLORS: Berry, Black, Blue, Burgundy, Gold, Grey, Peach, Plum, Purple, Red, Teal and White

Drape Height	Color	# of Linear Feet Required	Rate per Linear Foot	Amount
3 FEET HIGH			$ 3.30 / linear foot	$
8 FEET HIGH			$ 8.85 / linear foot	$
			Sub-Total	**$**
			9.25% TN Sales Tax	**$**
			TOTAL AMOUNT ➔	**$**

Payment Policy: Payment in full for rental charges, including applicable tax, must accompany your advance order to qualify for discount rates. All orders placed after the return deadline or at the Service Desk will be invoiced at standard rates. All outstanding invoices must be settled at the Service Desk prior to show closing. No telephone orders accepted. All charges in U.S. funds only. Check, Cash, traveler's checks, Visa, MasterCard, Discover, and American Express accepted. All rental items are subject to availability.

Cancellation Policy: Standard rental item orders cancelled prior to delivery will be refunded at 100% of the original price.

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Art Submission Guidelines

Now Available
ON-SITE ORDERING
If you have last minute on-site graphics or signage needs, REMEMBER, WE OFFER...
Full Service Graphics and Signage Capabilities
Any type —
from simple to complex
Inquire at the RPM Service Desk
For Quotation & Same Day Delivery

Please follow these requirements so that RPM CompleteXPO Services can provide the highest quality signs for your exhibit.

Please Provide the Following When Submitting Art

Minimum requirements for original artwork, such as logos, when RPM CompleteXPO is providing design and layout:

- 300 dpi resolution at a size of 8 x 10 inches (higher resolution files will result in improved final product)

Minimum requirements for final artwork that RPM Complete-XPO will reproduce exactly as provided:

- 150 dpi resolution at full size of actual finished product

Minimum requirements for both:

- All related PMS and/or CMYK color codes (if submitting CMYK values, please supply accurate color swatches.)
- Accurate color proof print of artwork
- Contact name, phone number and email address of art creator if applicable
- If submitting a "vector" type file, include all fonts, or convert fonts to outlines or paths

Acceptable File Types

Files that RPM CompleteXPO can use, in order of preference, include:

EPS and **AI** (especially when submitting logos)
TIF (especially when submitting photos)
JPG (provided resolution is high enough for photo images, not recommended for logos)
PSD (all layers must be editable)
PDF (please save with illustrator editing enabled, convert all fonts to outlines, or you may also send rasterized pdf files at full scale)

File types that RPM cannot use to reproduce high quality graphics include:

GIF files
Microsoft Office software files such as Word (.doc) or PowerPoint (.ppt) file types
Self-extracting files, such as ESE or SEA files
Files pulled from websites: (logos, images, etc.) will not be accepted.

Acceptable Software File Formats

We are capable of working with both PC and MAC based software, and can accept art created with the following software (listed in order of preference). Email attachment (4 mgs or smaller only)

Ai Ps Id Adobe PDF

When sending disks, please label them with the following: Exhibitor Co. Name, Booth #, Show Name, Show Date.

Ways to Send Artwork

Artwork files that are of acceptable resolution as listed will typically be too large to send via e-mail. Files should be sent via overnight delivery on either a CD-ROM or a DVD. A printed hard proof needs to accompany the files.

If you have any additional questions concerning file make-up, logos, resolution, etc. you may contact our graphics department at 407-786-3976 or info@completexpo.com

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Army Aviation Mission Solutions Summit

March 29-31, 2015 Nashville, TN

Signs, Banners and Accessories Order Form

Return Deadline: March 13, 2015

Qty	Description	Advance Rate	Standard Rate	Amount
STANDARD FOAMCORE SIGNS, SINGLE-SIDED				
	Vertical, 22" X 28"	$ 124.20	$ 161.45	$
	Horiz., 22" X 28"	$ 124.20	$ 161.45	$
	Vertical, 28" X 44"	$ 192.45	$ 250.20	$
	Horiz., 28" X 44"	$ 192.45	$ 250.20	$
	Meterboard, 39" X 90.75"	$ 382.60	$ 497.35	$
ACCESSORIES				
	Blank Foamcore 4' X 8'	$ 33.75	$ 43.85	$
	Velcro, per ft. min. 5 ft.	$ 2.30	$ 2.95	$
VINYL BANNERS WITH DIGITAL PRINTING				
	Grommets, per sq. ft., Vertical	$ 15.70	$ 20.45	$
	Grommets, per sq. ft., Horizontal	$ 15.70	$ 20.45	$
	Pockets, per sq. ft., Vertical	$ 16.85	$ 21.90	$
	Pockets, per sq. ft., Horizontal	$ 16.85	$ 21.90	$
REPLACEMENT ID SIGN - CARDSTOCK				
	7" x 44" Horiz.	$ 38.15	$ 48.20	$

Qty	Easel Back	Size	Advance Rate	Standard Rate	Amount
WHITE SHOWCARD Price Based on Block Letters, Black Lettering					
		7" X 11"	$ 21.00	$ 31.50	$
		7" X 44"	$ 26.25	$ 38.85	$
		11" X 14"	$ 31.50	$ 47.25	$
		14" X 22"	$ 42.00	$ 63.00	$
		22" X 28"	$ 63.00	$ 84.00	$
		28" X 44"	$ 84.00	$126.00	$

Orientation: ☐ Horizontal ☐ Vertical

Please type desired copy below or attach a separate sheet:

- Signs ordered less than ten business days prior to show opening and on Saturday, Sunday or Holidays will be billed at double the Advance Rates.
- Over 10 words add $2.50 per word
- Colored show card and each change in color copy will be quoted upon request.
- Easel back applied to sign add $8.00
- Prices will be quoted on all special work (logos, trademarks, special lettering cut-out, odd sizes, etc.)
- All advance order signs will be available for customer pick-up at the show site service desk.
- NO GUARANTEED DELIVERY TIME ON ORDERS PLACED AT THE SHOW SITE SERVICE DESK.

Sub-Total	**$**
9.25% TN Sales Tax	**$**
TOTAL AMOUNT ➔	**$**

Sign prices are based on customer supplying print-ready graphics in the requested format (see previous page).

Payment Policy: Payment in full for sign order charges, including applicable tax, must accompany your advance order to qualify for discount rates. All orders placed after the return deadline or at the Service Desk will be invoiced at standard rates. All outstanding invoices must be settled at the Service Desk prior to show closing. No telephone orders accepted. All charges in U.S. funds only. Check, cash, traveler's checks, Visa, MasterCard, Discover, and American Express accepted.
Cancellation Policy: Sign orders cancelled before the return deadline will be refunded at 100%. Sign orders cancelled after the return deadline will not be eligible for refund.

Company Name:	Booth #:
Ordered By:	Phone #:
Signature:	Date:

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March 29-31, 2015 Nashville, TN

Vehicle Spotting Order Form

Return Deadline: March 13, 2015

VEHICLES ON DISPLAY

All vehicles entering the exhibit floor for booth display purposes will be "Spotted" by RPM CompleteXPO Services.

A Spotting Fee of $95.00 (round trip) applies.

Only self-propelled vehicles that can be driven on to and off the show floor, escorted by an RPM Employee, will be considered for our spotting rate.

Quantity of Vehicles to be Spotted	Rate per Round Trip	Total
	$ 95.00	$
	TOTAL AMOUNT ➔	**$**

All vehicles must take the following safety precautions:

- Batteries must be disconnected and taped
- Fuel tanks must have no more than one quarter of a tank of gas
- Fuel tanks must be locked with a locking cover to prevent the escape of vapors
- Refueling, or removal of fuel from vehicles, on the premises is prohibited
- Vehicles may not be moved during show hours

Payment Policy: Credit Card information must be on file for all services. All outstanding invoices must be settled at the Service Desk prior to show closing. No telephone orders accepted. All charges in U.S. funds only. Check, cash, traveler's checks, Visa, MasterCard, Discover, and American Express accepted.

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F.A.Q.

HOW DO I SHIP TO WAREHOUSE? (i.e. advance shipment to warehouse)

- We will accept freight beginning 30 days prior to show move-in.
- To ensure timely arrival of your materials at show site, freight should arrive by the deadline date listed on the Material Handling Order Form. Your freight will be accepted after the deadline date, but additional charges will be incurred.
- The warehouse will receive shipments Monday through Friday 8:00 a.m. to 4:30 p.m. No appointment is necessary.
- The warehouse will accept crates, cartons, skids, trunks/cases and carpets. Loose or pad-wrapped material must be sent directly to show site.
- All shipments must have a bill of lading or delivery slip showing the number of pieces, type of merchandise and weight.
- Certified weight tickets must accompany all shipments.

HOW DO I SHIP TO SHOW SITE? (i.e. direct to show site)

- Freight will be accepted only during exhibitor move in. Please refer to the Exhibitor Information page for specific exhibitor move-in dates and times.
- All shipments must have a bill of lading or delivery slip showing the number of pieces, type of merchandise and weight.
- Certified weight tickets must accompany all shipments.
- Be sure to check your service manual if you are targeted for a specific date or time.

WHAT ABOUT PREPAID OR COLLECT SHIPPING CHARGES?

- We do not accept collect shipments. Collect shipments will be returned to the delivery carrier.
- To ensure that your freight does not arrive collect, mark your bill of lading "prepaid."
- "Prepaid" designates that the transportation charges will be paid by the exhibitor or a third party.

HOW SHOULD I LABEL MY FREIGHT?

- The label should contain the exhibiting company name, booth number and the name of the event.
- The specific shipping address for either the warehouse or show site is located on the Material Handling Order Form page. We have also included in your service manual labels for both warehouse and show site shipments for you to copy and attach to cartons as needed.
- Some labels are color coded, so please check the service manual before making copies.
- Try to label every carton that is skidded with at least your name & booth number.

WHAT HAPPENS TO MY EMPTY CONTAINERS DURING THE SHOW?

- Pick up "Empty Labels" at the RPM Service Desk. Place a label on each container. Please consolidate containers if possible. Labeled containers will be picked up periodically and stored during the show.
- At the close of the show, the empty containers will be returned to the booths in random order. Depending upon the size of the show, this process may take several hours.

HOW DO I PROTECT MY MATERIALS AFTER THEY ARE DELIVERED TO THE SHOW OR BEFORE THEY ARE PICKED UP AFTER THE SHOW?

- Consistent with trade show industry practices, there may be a lapse of time between the delivery of your shipment(s) to your booth and your arrival. The same is true for the outbound phase of the show - the time between your departure and the actual pickup of your materials. During these times, your materials will be left unattended. We recommend that you arrange for a representative to stay with your materials or that you hire security services to safeguard your materials.

HOW DO I SHIP MY MATERIALS AFTER THE CLOSE OF THE SHOW?

- For your convenience, RPM Logistics will be on site to handle outbound transportation.
- Each shipment must have a completed RPM Bill of Lading form in order to ship materials from the show. All pieces must be labeled individually. (You can pick up a bill of lading from the RPM CompleteXPO Service Desk.)
- After materials are packed, labeled, and ready to be shipped, the completed RPM Bill of Lading must be turned in at the RPM Service Desk. DO NOT leave the bill of lading in your booth.
- Provide your designated carrier with pickup information. Please refer to the Exhibitor Information page for specific dates and times. In the event your selected carrier fails to show on final move-out day, your shipment will be rerouted through RPM Logistics.
- You must notify your carrier of the dates & times of pick-up if you are not using RPM Logistics.

DO I NEED INSURANCE?

- Be sure your materials are insured from the time they leave your firm until they are returned after the show. It is suggested that exhibitors arrange all-risk coverage. This can be done by adding "riders" to your existing policies.

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Shipping Definitions

CRATED - Referred to as "Common Carrier Shipments"

- Crates, fiber cases, cartons, etc. that are not stacked but placed side by side on the trailer.

UNCRATED - Referred to as loose or pad wrapped; i.e., your exhibit material is not protected in a shipping container.

ADDITIONAL HANDLING - Referred to as "Van Line Shipments" or "Special Handilng"

- In this instance, the carrier delivering your exhibit to the show is charging you by space used (per cubic foot) as opposed to charging by weight (per 100 lbs.) Exact measurements of your crates are taken by your carrier for loading and unloading the trailer. Customarily, these carriers charge in such a manner as is advantageous to them to maximize the space inside the trailer. This process may require additional RPM labor to load/unload.

SMALL PACKAGE SERVICE - Referred to as packages, cartons or envelopes.

- Any **single shipment** that arrives at the warehouse or show site weighing less than 50 lbs. In this category are shipments received from UPS, FedEx, DHL, AirBorne Express, etc.

*Overtime:

- is Monday-Friday prior to 8:00 a.m. and after 4:30 p.m. Also, all day Saturday, Sunday and observed union holidays.

Money Saving Tips

Helpful Hint for Small Shipments!

To reduce material handling costs, ship all materials in one shipment, not several shipments.
See example of savings below.

Before the show…

THE WRONG WAY

— Shipped as three separate shipments —

RECEIVED:

54 lbs. charged @ 200 lbs. min x $88.00/cwt.....$176.00
59 lbs. charged @ 200 lbs. min x $88.00/cwt.....$176.00
72 lbs. charged @ 200 lbs. min x $88.00/cwt.....$176.00

Total 185 lbs. **Total Cost:.....$528.00**

THE MONEY SAVING WAY

— Shipped everything together as a single shipment* —

RECEIVED:

3 pieces totaling 185 lbs. @ 200 lbs. min x $88.00/cwt. $176.00

TOTAL SAVINGS… $352.00!

- The Material Handling charge from RPM for handling your freight should not be confused with the cost from your carrier to transport your freight to and from the show.

After the show…

1) Obtain an RPM Bill of Lading from the RPM Service Desk.
2) Once your freight is packed and ready to ship, complete and return the RPM Bill of Lading form to the Service Desk.
3) If not using RPM Logistics, you must make and/or confirm arrangements for pick-up with your choice of carriers.
4) Be sure your chosen carrier is declared on the RPM Bill of Lading.
5) Make sure all crates, packages, etc. are clearly addressed (remove all old address labels).

*Failure to follow these steps could result in freight being re-routed through RPM Logistics and assessed additional shipping charges.

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Material Handling Rate Schedule

RPM CompleteXPO Services has been designated as the official drayage contractor with responsibility for the unloading, delivery, reloading and processing of all exhibitors' freight shipments.

MATERIAL HANDLING RATES

200 lb. Minimum Charge

The following services, whether used complete or in part, are offered as a package. Rates include: Unloading crated freight (the warehouse cannot receive uncrated shipments); storing at warehouse for up to 30 days (any materials stored beyond 30 days will incur additional costs applied to your invoice); reloading onto trucks and delivery to the exhibit site; unloading freight and delivery to your booth; picking up, storing, and returning empty shipping containers; and reloading freight for return to your specified destination from exhibit site.

	Crated Materials	Uncrated and/or Loose Shipments	Special Handling
	STANDARD RATES	***STANDARD RATES***	***STANDARD RATES***
WAREHOUSE ADVANCE RECEIVING	**ST Rate: $ 89.30 / cwt.** Receive crated materials only at our warehouse 30 days prior to show.	Shipments of loose or uncrated materials will **not** be received at the warehouse. They must be shipped directly to the show site.	**ST Rate: $ 130.36 / cwt.** Carpet and padding will be accepted at the warehouse at a Special Handing Rate of $130.36 / cwt.
DIRECT SHIPMENT TO SHOW SITE	**ST Rate: $ 83.80 / cwt.** Receive shipments at show site on move-in dates only.	**$ 125.70 / cwt.** Receive shipments at show site on move-in dates only.	**25% Surcharge** See Special Handling Information below.

RATES FOR SHIPMENTS OR EQUIPMENT REQUIRING SPECIAL HANDLING (INCLUDING NON-SKIDDED, UNCRATED AND/OR LOOSE SHIPMENTS) RECEIVED AT THE EXHIBIT SITE will be subject to a 25% surcharge in addition to the above show site rates. This applies to all "van-line" shipments and trucks, due to the height of the truck bed, cannot be unloaded at the docks. If crated materials are combined with uncrated and loose materials in the same shipment, the whole shipment will be charged at the UNCRATED AND LOOSE MATERIAL RATE, PLUS SPECIAL HANDLING RATE IF APPLICABLE.

ALL SHIPMENTS MUST BE SENT PREPAID and all shipments must have a bill-of-lading showing number of pieces, weight, and description of merchandise. Display freight should be on a separate bill-of-lading from machinery freight. Mixed shipments will charged at the Display freight rate. Trucks without a bill-of-lading or documented weight will be directed to a public scale or estimated weights will prevail. Estimated weights will be binding by both parties.

- Rates are based on incoming weight only. All weights are rounded off to the next 100 lbs. (cwt). Each shipment received is considered separately. Freight handling charges are the responsibility of the exhibitor.
- Exhibitors are urged to carry all-risk floater insurance covering their materials against damage, loss, and all other hazards from the time shipment is made prior to the show until shipments are received back after the show. This can generally be done by adding "riders" to existing insurance policies, often at no additional cost.
- Empty container labels will be available at the Service Desk. Affixing the labels is the sole responsibility of the exhibitor or his representative. RPM CompleteXPO Services assumes no responsibility for removal of containers with old or empty labels or for valuables stored inside containers while containers are in storage.
- Outbound shipping labels & RPM bills-of-lading will be available at the Service Desk. Exhibitor or his representative must pack & label their exhibit material and turn in an RPM bill-of-lading for each shipment at the Service Desk before leaving the Show. RPM CompleteXPO Services will route all shipments unless a designated carrier has been assigned. If the designated carrier fails to pick-up by the removal date of the Show, RPM CompleteXPO Services reserves the right to re-route exhibit material by an alternate carrier. As a result of re-routing or handling no liability will be assumed by RPM CompleteXPO Services.

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Army Aviation Mission Solutions Summit

March 29-31, 2015 Nashville, TN

Material Handling Order Form

Return Deadline: March 13, 2015

Shipments Consigned to the Warehouse Must Arrive NO LATER THAN Friday, March 20, 2015*

**Shipments late to the Warehouse are subject to a 25% surcharge unless shipping through the Official Show Carrier, RPM Logistics.*

Shipments to the Show Site Should be Timed To Arrive NO EARLIER THAN Friday, March 27, 2015

WHERE TO SHIP:

Shipments consigned to WAREHOUSE:

Army Aviation Mission Solutions Summit
RPM CompleteXPO Services
c/o FORWARD AIR /BNA
541 Harding Industrial Drive
Nashville, TN 37217
(615) 832-5909

Booth # _____

Shipments consigned to SHOW SITE:

Army Aviation Mission Solutions Summit
c/o RPM CompleteXPO Services
Gaylord Opryland Hotel — RYMAN C
2815 Opryland Drive
Nashville, TN 37214

Booth # _____

- ***The Show Name, Your Company Name and Booth Number MUST be referenced on all shipments.***

AUTHORIZATION TO PROVIDE MATERIAL HANDLING

We hereby authorize RPM CompleteXPO Services to handle our shipment(s) in accordance with the information above and on the reverse side of this form, and have read this order and agree to the terms and provisions hereof including those on the reverse side and acknowledge receipt of a copy. We agree that RPM CompleteXPO Services will provide its services as our agent, and not as bailee or shipper, and if any employee of RPM CompleteXPO Services shall sign a delivery receipt, bill-of-lading, or other documents, we agree that they will do so as our agent, and we accept the responsibility therefor.

We agree, in the event of a dispute with RPM CompleteXPO Services relative to any loss or damage to any of our materials or equipment that we will not withhold payment of any amount due to them for drayage or any other services provided by RPM CompleteXPO Services as an offset against the amount of the alleged loss or damage. Instead, we agree to pay RPM CompleteXPO Services for the full amount of the invoice for all such charges, and we further agree that any claim we may have against RPM CompleteXPO Services shall be pursued independently by us as a completely separate transaction to be resolved on its own merits.

Please Complete	Piece Count	Estimated Weight	ST Rate Per CWT (100 lbs.)	ST Charges	Estimated Amount
Warehouse Advance Receiving - Crated			$ 89.30	$	$
Direct Shipment to Show Site - Crated			$ 83.80	$	$
Direct Shipment to Show Site - Uncrated			$ 125.70	$	$
Direct Shipment to Show Site - Special Handling			25% Surcharge	$	$
Specialized Carrier Shipment (Small package shipments under 50 lbs.)			$ 42.50 each carton $ 85.00 min. per shipment	$	$

NOTE: 200 LB. Minimum Charger Per Shipment

TOTAL AMOUNT ➔ $

Company Name:	Booth #:
Ordered By:	Phone #:
Signature:	Date:

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Reverse Side of Material Handling Order Form

Please read carefully! You are entering a contract which may limit your possible recoveries in case of loss or damage.

The terms and conditions set forth below, become a part of the contractual agreement between RPM CompleteXPO Services/RPM Logistics, Inc. and you, the EXHIBITOR. Acceptance of said terms and conditions will be construed by agreeing to the rules and regulations of exhibiting at the event. This Bill of Lading and/or Delivery Receipt will act as a binding document for any potential claims. By signing this RPM Bill of Lading, Exhibitor/Exhibitor's Agent guarantees payment for shipping services provided by RPM and/or RPM's Agent — no exceptions.

1. DEFINITIONS. The name RPM shall be construed within the meaning of this contract as RPM Logistic Services, or RPMLS and their employees, officer, agents, and assigns including any subcontractors that RPM may appoint. The term EXHIBITOR refers to any party who contracts for services with RPM.
2. RPM RESPONSIBILITIES. RPM shall be responsible only for those services which it directly provides, and hereby agrees to execute its contractual duties in good faith. RPM assumes no responsibilities for any persons, parties, or other contracting firms not under RPM direct supervision and control. RPM shall not be responsible for loss, delay, or damage due to strikes, lockouts, work stoppages, natural elements, vandalism, acts of God, civil disturbances, power failures, acts of terrorism or war, or any other causes beyond RPM reasonable control, of for ordinary wear and tear in the handling of materials.
3. INSURANCE. It is understood that RPM is not an insurer. Insurance on exhibit materials, if any, shall be obtained by EXHIBITOR in amounts and for perils determined by EXHIBITOR. EXHIBITOR agrees to provide RPM with a release of subrogation to the extent that any insurance settlement is received.
4. CLAIMS(S) FOR LOSS. EXHIBITOR agrees that any and all claims for loss or damage shall be submitted to RPM prior to the conclusion of the show when alleged loss or damage occurred prior to that time, and in all cases within 30 days of the conclusion of the show. For claim reporting purposes the "conclusion" of the show shall be construed as the end of the day on which EXHIBITOR must vacate the show site. All claims reported after the (30) day period will be rejected. In no event shall a suit or action be brought against RPM more than one year after the date that loss or damage occurred.
5. INDEMNIFICATION. Exhibitor agrees to indemnify, forever hold harmless and defend RPM and their employees, officers, and agents from and against any and all claims, causes of action, fines, penalties, damages, liabilities, judgments, and expenses on account of personal injury or death, damage to or loss of property or profits arising out of, or contributed to, by any of the following:
• EXHIBITOR'S negligent supervision of any labor secured through RPM or the negligent supervision of such labor by any of EXHIBITOR'S employees, agents, representatives, invitees, and/or any EXHIBITOR appointed contractor (EAC).
• EXHIBITOR'S negligence, willful misconduct, or deliberate act, or such actions of Exhibitor's employees, agents, invitees, representatives, or EACs at the show or exposition to which this contract relates, including but not limited to the misuse, improper use, unauthorized alteration, or negligent handling of RPM equipment.
• EXHIBITOR'S violation of Federal, State, or Local ordinances.
• EXHIBITOR'S violation of Show Regulations and/or Rules as published by Facility and/or Show Management.
6. PACKAGING AND CRATES. RPM shall not be responsible for surface damage to loose or uncrated materials, pad-wrapped materials, or shrink-wrapped materials RPM shall not be responsible for concealed damage, damage to carpets in bags or poly, or damage to materials improperly packed. RPM shall not be responsible for crates and packaging which are unsuitable for handling, partially assembled, or having prior damage.
7. EMPTY CONTAINERS. Affixing "empty storage" labels to containers is the sole responsibility of EXHIBITOR or his representative. All previous labels should be removed. RPM assumes no responsibility for removal or misdelivery of containers with old labels or incorrect information on labels, or for loss or damage to materials stored in containers labeled "empty."
RPM'S LIABILITY LIMITS. If found liable for any loss or damage, RPM's sole and maximum liability for loss of or damage to EXHIBITOR'S materials will be limited to the repair or replacement with like kind and quantity, subject to a dollar amount not to exceed $.50 per lb. per shipment based on the weight of the article(s) lost or damaged, or a maximum liability of $50.00 per shipment, whichever is less. RPM shall be liable ONLY for loss of or damage to articles actually physically handled or for articles for which RPM specifically acknowledges receipt in writing. RPM shall in no event be liable for collateral, exemplary, indirect costs or damages, or loss of sales resulting from or related to a claim for loss or damage of material. In no event will RPM be held liable for any concealed damage-no exceptions.
8. PAYMENT FOR SERVICES MAY NOT BE WITHELD. In the event of any dispute between EXHIBITOR and RPM relative to any loss or damage claim, the EXHIBITOR shall not be entitled to and shall not withhold payment to RPM as an offset against the amount of the alleged loss or damage. Any claim against RPM shall be considered a separate transaction and shall be resolved on its own merit.
9. INBOUND SHIPMENTS. Consistent with trade show industry practices, there may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of the EXHIBITOR or his representative. During such time the materials will be left unattended. RPM is not, and cannot be, responsible for loss, damage, theft, or disappearances of EXHIBITOR'S material after same have been delivered to the EXHIBITOR'S booth at show site.
10. OUTBOUND SHIPMENTS. Consistent with trade show industry practices, there may be a lapse of time between the completion of packing and the actual pick up of EXHIBITOR'S materials from the booth for loading onto a carrier. During such time the materials will be left unattended. RPM shall not be responsible for loss, damage, theft of, or disappearance of EXHIBITOR'S material before same have been picked up for loading after the show. All materials will be checked at the booth at the time of loading using document(s) submitted to RPM by EXHIBITOR. Notations of exceptions to conditions of materials, or piece counts will be made on the form submitted by EXHIBITOR. RPM assumes no responsibility for loss, damage, theft, or disappearance of EXHIBITOR'S materials after same have been delivered to EXHIBITOR'S appointed carrier, or agent for transportation after the show. RPM loads materials onto the carrier's truck under the supervision of the carrier driver who checks and signs for the materials. RPM assumes no liability for any materials after carrier assumes custody of materials. If EXHIBITOR'S designated carrier fails to show by the move out deadline after a show, RPM shall have the authority to route EXHIBITOR'S shipment via an alternate carrier, or return shipment to a local warehouse for disposition at EXHIBITOR'S expense.

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Army Aviation Mission Solutions Summit

March 29-31, 2015 Nashville, TN

Accessible Storage Order Form

Return Deadline: March 13, 2015

ACCESSIBLE STORAGE

RPM CompleteXPO Services will go to all reasonable lengths to secure your product; however, we are not responsible for the contents of open boxes put into storage. All storage will be delivered to your booth first. Once the piece count has been verified, the product will be moved into storage.

THE CHARGES FOR ACCESSIBLE STORAGE ARE AS FOLLOWS:

- STORAGE CHARGE — $75.00 per 16 square feet per day (size of a 4' x 4' pallet)
- LABOR CHARGE — 1/2 hour minimum labor charge per move, based on the rates set forth in this manual on the "Display Labor Order Form" ($83.00 per hour ST, $124.50 per hour OT)

Please complete all sections below:

1. We will require _____ square feet of space in Accessible Storage for:

   a. # of boxes _____ c. # of cartons_____ e. # of skids_____
   b. # of cases _____ d. # of crates _____

2. Description of product we are storing: _____

3. We will need access to this product:

   _____ times a day at _____ a.m. and/or _____ times a day at _____ p.m.

STORAGE CHARGE ($ 75.00 per 16 sq ft increment)	**X**	**Qty of Sq. Ft. Required** (16 sq ft increments)	**X**	**Total # of Days You Will Need Access**	**=**	**Storage Charge — Est. Amount Due**
$ 75.00	**X**		**X**		**=**	$
LABOR CHARGE — ST (1/2 hr. min. labor charge — $ 83.00/hr ST — per move.)	**X**	**# of Times per Day You Will Need Access**	**X**	**Total # of Days You Will Need Access**	**=**	**ST Labor Charge — Est. Amount Due**
$ 83.00/hr ST (min. 1/2 hr)	**X**		**X**		**=**	$
LABOR CHARGE — OT (1/2 hr. min. labor charge — $ 124.50/hr OT — per move.)	**X**	**# of Times per Day You Will Need Access**	**X**	**# of Days Required**	**=**	**OT Labor Charge — Est. Amount Due**
$ 124.50/hr OT (min. 1/2 hr)	**X**		**X**		**=**	$

TOTAL AMOUNT ➔ **$**

Payment Policy: Payment in full of all charges, including applicable tax, must accompany your advance order to qualify for discount rates. All orders placed after the return deadline or at the Service Desk will be invoiced at standard rates. All outstanding invoices must be settled at the Service Desk prior to show closing. No telephone orders accepted. All charges in U.S. funds only. Check, cash, traveler's checks, Visa, MasterCard, Discover, and American Express accepted.

Company Name:	Booth #:
Ordered By:	Phone #:
Signature:	Date:

Union Regulations

THE FOLLOWING GUIDELINES APPLY IN THE NASHVILLE AREA. We are certain you will appreciate knowing in advance that union labor may be required for certain aspects of your exhibit handling. To help you understand the jurisdiction that the various unions have, we ask that you read the following:

ELECTRICAL LABOR & PLUMBING Responsible for assembly, installation, and dismantling of anything that uses electricity as a source of power to the building electrical system. This includes: • Electrical wiring • Electrical signs • Multiple TV and VCR connections • Videotaping using multiple video cameras, including camera operation, audio and lighting. Responsible for all plumbing supplies. This includes: • Air • Water • Gas Lines • Tanks and Venting

LABOR — IATSE UNION LOCAL 46 The IATSE Union Local 46 has jurisdiction for the operation of all material-handling equipment, all unloading and reloading, and the handling of empty containers. Exhibitors may unload their own vehicles provided they do not use any material handling equipment (fork-lifts, flatbeds, dollies, pallet jacks, etc.) For the efficiency of the trade show as a whole, an area will be set aside for these self-unloading exhibitors.

INSTALLATION & DISMANTLE LABOR — IATSE UNION LOCAL 46 All hired labor must belong to Local 46. Labor can be ordered in advance by returning the enclosed form, or on show site, at the RPM CompleteXPO Service Desk. Three options for installation and dismantle labor exist in Nashville. Labor may be • performed by full-time employees of the exhibiting company; or • hired through RPM Complete-XPO Services, the official general service contractor; or • hired through an exhibitor-appointed contractor that complies with the local union jurisdiction.

PLEASE NOTE: • Please do not tip any employee. Do not give coffee breaks, for union employees have a fifteen minute paid break mid-morning and mid-afternoon. Any attempt by an employee to solicit a gratuity for any service should be reported immediately to RPM CompleteXPO and/or Exhibit Management. Union employees are paid a good wage scale, and tipping is strongly discouraged and is not an accepted policy of any Official Service Supplier. • If you encounter any difficulty with any laborer, or if you are not satisfied with the work performed, please bring this to the attention of RPM CompleteXPO Services. Please refrain from voicing complaints directly to craft personnel. • The person in charge of your exhibit should carefully inspect and sign all work order forms. If there are any questions about any bills, bring the bill to the appropriate Service Desk and discuss it with the person in charge prior to leaving show site.

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Army Aviation Mission Solutions Summit
March 29-31, 2015 Nashville, TN

Display Labor Order Form

Return Deadline: March 13, 2015

Labor Rates

Display Labor for Installation and Dismantling of Exhibits — *Power Tools Are Not Supplied* —		
Straight Time 8:00 am to 4:30 pm Monday through Friday.	**Overtime** After 4:30 pm until 8:00 am Monday through Friday, all day Saturday and Sunday.	**Double Time** All holidays and any time a worker works more than ten (10) hours in the same day
$ 83.00 per hour, one hour minimum per worker, thereafter 1/2 hr. increments.	$ 124.50 per hour, one hour minimum per worker, thereafter 1/2 hr. increments.	$ 166.00 per hour, one hour minimum per worker, thereafter 1/2 hr. increments.
All Labor orders received after the return deadline date will be charged an additional 25%		

NOTE: 8:00 am is the only guaranteed starting time. All the other orders will be filled as labor is available. All labor must be signed in and out at the Service Desk. Exhibitors not checked in by their requested starting times are subject to a 1 hour minimum charge per worker ordered, unless we receive written cancellation 24 hours prior to starting time.

PLEASE INDICATE SERVICE REQUIRED:

- ☐ EXHIBITOR'S SUPERVISION – All work performed must be under the supervision of the Exhibitor
- ☐ RPM COMPLETEXPO SUPERVISION – Hourly rate plus 30% Supervision charge. Minimum $40.00. Detailed set-up and outbound shipping instructions must be sent in advance.

— PLEASE INCLUDE YOUR SET-UP PLANS WITH YOUR ORDER —

Name of Carrier:_____ **# of Crates:**_____ **# of Carton:**_____ **# of Skids:**_____

Display shipped to: ☐ Warehouse ☐ Show Site ☐ Display includes Carpet ☐ Will Rent Carpet

After Dismantle Return Display to: _____

_____

_____

_____

	Dates Required	# of Workers Requested	Time of Day Requested	Estimated # of Hours Per Worker	Estimated Amount
SET-UP	**Friday, March 27th**				$
	Saturday, March 28th				$
	Sunday, March 29th				$
DISMANTLE	**Tuesday, March 30th**				$
	Wednesday, April 1st				$
				TOTAL AMOUNT ➔	**$**

Payment Policy: Credit Card information must be on file for all display labor services. All outstanding invoices must be settled at the Service Desk prior to show closing. No telephone orders accepted. All charges in U.S. funds only. Check, cash, traveler's checks, Visa, MasterCard, Discover and American Express accepted. **Cancellation Policy:** Display labor service orders cancelled 48 hours prior to move in will be refunded at 100% of original price. Display labor service orders cancelled less than 48 hours prior to move-in will be invoiced a minimum of one hour per worker.

Company Name:	Booth #:
Ordered By:	Phone #:
Signature:	Date:

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Army Aviation Mission Solutions Summit

March 29-31, 2015 Nashville, TN

Rigging Labor Order Form

Return Deadline: March 13, 2015

Order Rigging Labor only if you need to assemble, move, unskid, relocate, unpack heavy equipment, after it has been delivered to your booth.

PLEASE NOTE: Exhibitors are allowed a one-time spotting of equipment or machinery (within 6" tolerance) in its initial delivery as handled from carrier to booth, provided exhibitor or his representative is present at time of delivery to booth. It is not necessary to order rigging labor for this function; however, any additional movement or unskidding at exhibit booth will require a rigging order. Do not order rigging labor for motorized or mobile equipment.

Workmen and material handling equipment ordered for the start of the day will be provided at 8:00 AM. Any orders, after 8:00 AM, will be assigned after finishing earlier requests. Exhibitors must verify any rigging labor and material handling equipment orders on the show floor. All workmen and material handling equipment must be signed in and out at the Service Desk.

Rigging Labor Rates	**Rigging Crew Consists of One Rigger and One Equipment Operator**		
	Straight Time **8:00 am to 4:30 pm** **Monday through Friday**	**Overtime** **After 4:30 pm until 8:00 am** **Monday through Friday,** **all day Saturday and Sunday**	**Double Time** **All holidays and any time a worker works more than ten (10) hours in the same day**
Rigger	$ 83.00 per hour, one hour minimum, per worker, thereafter ½ hr. increments	$ 124.50 per hour, one hour minimum, per worker, thereafter ½ hr. increments	$ 166.00 per hour, one hour minimum, per worker, thereafter ½ hr. increments
Fork Lift with Operator **Up to 5,000 lbs. Capacity**	$ 131.25 per hour, one hour minimum, per worker, thereafter ½ hr. increments	$ 196.88 per hour, one hour minimum, per worker, thereafter ½ hr. increments	$ 262.50 per hour, one hour minimum, per worker, thereafter ½ hr. increments
Over 5,000 lbs.	Quoted Upon Request		
	All Labor orders received after the return deadline date will be charged an additional 25%		

	Dates Required	Service Required	Time Requested	Estimated # of Hours Per Crew	Estimated Amount
ERECT	**Friday, March 27th**				$
	Saturday, March 28th				$
	Sunday, March 29th				$
DISMANTLE	**Tuesday, March 31st**				$
	Wednesday, April 1st				$

# of Pieces to be Spotted:_____ Heaviest Pieces:_____

TOTAL AMOUNT ➔ **$**

Payment Policy: Credit Card information must be on file for all rigging labor services. All outstanding invoices must be settled at the Service Desk prior to show closing. No telephone orders accepted. All charges in U.S. funds only. Check, cash, traveler's checks, Visa, MasterCard, Discover, and American Express accepted. **Cancellation Policy:** Rigging labor service orders cancelled before the return deadline will be refunded at 100%. Cancellation of any advance order for rigging labor or material handling equipment must be at least 24 hours in advance. Rigging labor service orders cancelled after move-in begins will be charged a one hour minimum per worker.

Company Name:	Booth #:
Ordered By:	Phone #:
Signature:	Date:

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March 29-31, 2015 Nashville, TN

Booth Cleaning/ Periodic Porter Service Order Form

Return Deadline: March 13, 2015

BOOTH CLEANING RATES

All carpets ordered from RPM CompleteXPO Services are installed clean for your use; however, you may want to order cleaning services for debris created during set-up.

Please choose either **One-Time** (before initial opening) **Vacuuming** or **Daily Vacuuming** below.

VACUUMING - Once Before Initial Opening

Booth Dimensions		Total Square Feet	X	Advance Rate	or	Standard Rate	X	# of Days Required	Amount
ft.	ft.	ft.	X	$ .32 / sq. ft.	or	$ .42 / sq. ft.	X	1	$

VACUUMING - Daily (Rate is all 3 days - not per ft/per day)

Booth Dimensions		Total Square Feet	X	Advance Rate	or	Standard Rate	# of Days Required	Amount
ft.	ft.	ft.	X	$ .70 / sq. ft.	or	$ .82 / sq. ft.	3	$

MINIMUM CHARGE - 100 Sq. ft. per day

TOTAL AMOUNT ➔ $

PERIODIC PORTER SERVICE

Porter Service includes emptying wastebaskets within the booth every two hours during the show. It may be ordered once for the first day of the show only or daily.

Please choose either **Once** (before initial opening) or **Daily Porter Service** below.

PORTER SERVICE– First Day

Booth Dimensions		Total Square Feet	X	Advance Rate	or	Standard Rate	X	# of Days Required	Amount
ft.	ft.	ft.	X	$ .21 / sq. ft.	or	$ .26 / sq. ft.	X	1	$

PORTER SERVICE - Daily (Rate is all 3 days - not per ft/per day)

Booth Dimensions		Total Square Feet	X	Advance Rate	or	Standard Rate	# of Days Required	Amount
ft.	ft.	ft.	X	$ .46 / sq. ft.	or	$ .59 / sq. ft.	3	$

MINIMUM CHARGE - 100 Sq. ft. per day

TOTAL AMOUNT ➔ $

Payment Policy: Payment in full for Booth Cleaning and Periodic Porter Service charges, including applicable tax, must accompany your advance order to qualify for discount rates. All orders placed after the return deadline or at the Service Desk will be invoiced at standard rates. All outstanding invoices must be settled at the Service Desk prior to show closing. No telephone orders accepted. All charges in U.S. funds only. Check, cash, traveler's checks, Visa, MasterCard, Discover, and American Express accepted.

Cancellation Policy: Booth Cleaning and Porter Service orders cancelled before the return deadline will be refunded at 100%. Booth cleaning orders cancelled after the return deadline will not be eligible for refund.

Company Name:	Booth #:
Ordered By:	Phone #:
Signature:	Date:

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Meeting The Needs of Today's Events!
411 W. Lake Brantley Rd., Altamonte Springs, FL 32714
Phone 407-786-EXPO (3976) • Fax 407-786-3977
E-Mail: info@completexpo.com

Army Aviation Mission Solutions Summit

March 29-31, 2015 Nashville, TN

Non-Official Contractor Request Form

Return Deadline: March 13, 2015

For Exhibitors intending to use their own labor (for installation and/or dismantle) or contract for such services separately from RPM CompleteXPO Services, please read the following restrictions, requirements and restraints. A non-official contractor is any company other than the designated official contractors. If an Exhibitor wishes to use a non-official contractor that requires access to the exhibit hall either before, during or after the show, the following criteria must be met or access will not be granted. The following services cannot be provided by provided by any non-official contractor:

Electrical • Plumbing • Telephone Lines • Drayage • Rigging • Booth • Cleaning • Catering

PLEASE NOTE: A valid and current copy of Exhibitor's Certificate of Insurance must accompany this document. If such proof is not provided, Exhibitor will not be allowed to use contractor's services.

Complete this form <u>ONLY</u> if your company is using a Services Contractor other than the official decorator to unpack, erect, assemble, dismantle or pack your display.

Return this form along with Certificate of Insurance, name and address of the employee(s) who are working your booth by March 13, 2015.

Event Name: **ARMY AVIATION MISSION SOLUTIONS SUMMIT**		
Exhibiting Company Name:		Booth#:
Address:	State:	Zip:
Authorized On-Site Representative:		
Name of Service Firm:		
Address:	State:	Zip:
Telephone:	On-Site Supervisor:	
Signature:		Date:

RPM CompleteXPO Services
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Army Aviation Mission Solutions Summit

March 29-31, 2015 Nashville, TN

Third Party Authorization Form

Return Deadline: March 13, 2015

You may arrange for a third party to handle your display and be billed for the services. RPM CompleteXPO Services will agree to this arrangement if the third party has a satisfactory payment record with us. Both firms must complete this form, and return this form by the Deadline Date. In the event of nonpayment by the third party, the exhibitor agrees to accept responsibility for payment of all charges incurred.

Should the third party fail to present payment at show site, the exhibitor will assume responsibility for payment.

Exhibiting Company Name: _____ Booth #

Contact Person (print or type):

CHECK ITEMS TO BE BILLED TO THIRD PARTY:

☐ ALL SERVICES ☐ Booth Cleaning ☐ Material Handling ☐ I & D Labor ☐ Rigging

☐ Booth Furnishings ☐ Signs ☐ Other (please specify) _____

PAYMENT METHOD: ☐ Credit Card ☐ Check ☐ Wire

CARD TYPE: ☐ AMERICAN EXPRESS ☐ VISA ☐ MasterCard ☐ DISCOVER

CARD NUMBER EXP. DATE

Please enter the CVV2 (security) Code listed on your card:

Third Party Information

Cardholder's Name as Listed on Credit Card:			
Cardholder's Billing Address:			
City:	State:		ZIP:
Cardholder's Signature:			
Name of Service Firm/Third Party:			
Authorized On-Site Representative:		Title:	
Address:	City:	State:	ZIP:
Telephone:	On-Site Supervisor:		
Signature:	Email:		Date:

SAFETY FIRST

SAFETY IS VERY IMPORTANT FOR EVERYONE WORKING IN THE EXHIBIT HALL — ESPECIALLY YOU!

RPM CompleteXPO Services is committed to safety throughout our company and in the work that we do. We request that you make safety a part of your activities during the show. If you see something unsafe or that presents a hazard, please bring it to the attention an RPM CompleteXPO Services supervisor. By reporting unsafe or hazardous conditions, you will help make the show safer and more enjoyable for yourself and your fellow exhibitors.

Below you will find a list of Loss Prevention Guidelines that we request you follow while at show site. These Guidelines will enhance the overall safety of the show and help to prevent injuries to you, our employees and other exhibitors. Enjoy the show and do it safely!

THANK YOU FOR YOUR COOPERATION!

EXHIBITOR LOSS PREVENTION GUIDELINES AT SHOWSITE

- Children under the age of 14 will not be permitted on the show floor during the set-up and dismantling of the show. There will be no exceptions.
- Smoking is prohibited except in designated areas. Please be sure all cigarettes are fully extinguished.
- Standing on chairs, tables and other furniture is PROHIBITED. The furniture is not designed to support your standing weight.
- Forklifts and carts are to be used by authorized personnel only. Please do not operate this equipment. Ask for help.
- Be aware of the forklifts moving throughout the aisles and docks. Please steer clear of them, especially when they are carrying a crate or load.
- Never run in the exhibit hall. Please walk. Watch your step in the aisles and around the loading docks.
- Electrical wires and cords can be hazardous if frayed or stretched over a walkway. Please check all cords for damage. Secure or remove any cords where you or others are going to be walking.
- Report any fires immediately or pull the nearest fire alarm. Please keep fire exits clear.
- If you spill something, or notice a spill, clean it up or report it immediately. Please do not walk away from a spill.
- Protect your valuables while on the show floor. Please keep all expensive or valuable items secured. Unattended items in booths are easy theft targets.
  Use good housekeeping. Dispose of waste properly and keep materials stacked securely.
  Please keep in mind the safety of your employees and those attending the show.

REMEMBER: SAFETY DOESN'T HAPPEN BY ACCIDENT!

Professional Photography

$100 per image as an 8x10 print

$250 per image high resolution digital file w/ copyright release

Order by calling the Studio at
770-461-4410
or my cell at 404-312-7628

AAAA Professional Photography

Photography by Rene' Victor Bidez, Inc.

email: bidezphoto@bellsouth.net

GAYLORD OPRYLAND®
RESORT & CONVENTION CENTER
Nashville

Exhibit Hall Services

Electrical/Plumbing Order Form

Please fax or mail to:
Attn: Exhibit Hall Operations
Gaylord Opryland Resort & Convention Center
2800 Opryland Drive Nashville, TN 37214
(P) 615-458-6390 (F) 615-458-6094

Convention Name	Company Name	Booth #	Set Up Date

Address	City	State	Zip Code

Contact Name	Phone #	Email Address *(for a reciept)*

**** PLEASE COMPLETE & INCLUDE THE ATTACHED CREDIT CARD AUTHORIZATION FORM ****

120 Volt Power	Quantity	15 day Advance Price	Quantity	Regular Price	Amount
1 Outlet to 500 watts or 5 amp		$166.00		$191.00	
2 Outlets to 1000 watts or 10 amp		$191.00		$242.00	
3 Outlets to 1500 watts or 15 amp		$223.00		$274.00	
4 Outlets to 2000 watts or 20 amp		$261.00		$312.00	
6 Outlets to 3000 watts or 30 amp		$325.00		$376.00	
208 Volt Power					
1 Ø / 3 Ø					
15 Amp		$317.00		$368.00	
20 Amp		$407.00		$534.00	
30 Amp		$560.00		$763.00	
50 Amp		$859.00		$1,197.00	
Note: All equipment utilizing nominal 208 voltage must have appropriate male plug Please list (NEMA)#:					
480 Volt Power	Please Call for Pricing				
Special / Larger Requirements:					
Extension Cords (rental only) Exhibitor must pick up at service desk					
25 ft. 1 outlet extension cord		$18.00		$18.00	
25 ft. 3 outlet extension cord		$24.00		$24.00	
6 outlet power strip		$30.00		$30.00	
***Compressed Air (minimum charge)**		$207.00		$207.00	
****Water (minimum charge)**		$207.00		$207.00	
Drainage (minimum charge)		$165.00		$165.00	
Fill & Drain up to 50 gallons		$177.00		$177.00	
Fill & Drain 51 - 200 gallons		$265.00		$265.00	
Fill & Drain 201 - 500 gallons		$354.00		$354.00	
Fill & Drain over 500 gallons	please call for pricing				
Troubleshooting or Special Wiring ONLY					
***Labor per hour 7 am - 5 pm		$70.00		$70.00	
***Labor per hour 5 pm - 7 am		$100.00		$100.00	

***Note: Above Labor Fees are for troubleshooting and/or special wiring only.
Gaylord Opryland is not a source of electrical SET-UP labor.

Sub Total	
TN Sales Tax 9.25%	
TOTAL	

Electrical Connection

Each outlet is considered one actual plug-in. Prices are per outlet, or combination of outlets with electrical load not to exceed watt and/or ampere rating indicated. Prices printed include labor and 24-hour service. This represents a one-time charge, not a daily rate. Rates quoted for electrical connections cover only the bringing of services to the booth in the most convenient manner. **Gaylord Opryland does not supply labor for connecting or running electrical inside booth area.** For your convenience, Gaylord Opryland will staff an electrical service desk during exhibitor set-up.

Inline & Island Booths

All power in the Exhibit Hall Comes from the ceiling.
Inline Booths: Electrical will be installed on the floor at the back of the booth
Island Booths: Electrical service will come from exhibit hall ceiling and will be provided in the most convienent manner. **Gaylord Opryland does not supply labor for connecting or running electrical inside booth area.**

*Compressed Air

Gaylord Opryland supplies 1/2" or 3/4" quick release female connection. Exhibitor is responsible for male connector. Fitting can be purchased on site. Gaylord Opryland supplies 100 PSI. Exhibitor is responsible for air regulator if needed. Please list CFM required._____

**Water and Drainage

Water - Gaylord Opryland supplies male threaded hose connector. Exhibitor is responsible for bringing connector to adapt.
Drainage - Depending on location of exhibit, a pump may be required at an additional cost.

See Terms and Conditions (page 2)

Full payment must accompany this order form in order to avoid paying regular price. Not refundable for non-use or no show. In order to receive a refund, cancellations must be made at least seven (7) days prior to set-up day. Prices are subject to change without notice. Advanced pricing is honored for orders submitted at least (15) days before first show date.

Gaylord Opryland Use Only

PAYMENT METHOD: _____

All credit card authorizations must be submitted via the **secure** fax number at the top of this page. We cannot accept email submissions.

GAYLORD OPRYLAND®
RESORT & CONVENTION CENTER
Nashville

Terms and Conditions for Exhibits and Displays

Adhesives: No pins, tacks, or adhesives of any kind are permitted on any hotel wall, door, or column. Any tape applied to the floor must be approved by the Hotel Exhibit Hall Manager. Proper tape can be purchased from the Hotel Exhibit Hall Manager. No helium filled balloons or adhesive backed stickers may be given out by exhibitors.

Non-Flammable Materials: All materials used in the Exhibit Hall, Ballroom, or any other room of Gaylord Opryland MUST be non-flammable to conform with the Fire Regulations of Nashville, Tennessee. Electrical wiring and equipment installation must conform to appropriate Nashville, Tennessee codes. Gaylord Opryland personnel are obligated to refuse connections where wiring is not in accordance with subject code. Material not conforming with such regulations will be removed immediately at the exhibitor's expense. Engines, motors or any kind of equipment may be operated only with the consent of the Director of Conference Services or Exhibit Hall Manager at Gaylord Opryland.

Special Notices: All booth equipment, furniture and carpeting must be confined to the measured limits of the booth. No nails, or bracing wires used in erecting displays may be attched to the building without written consent of the Director of Conference Services or the Exhibit Hall Manager at Gaylord Opryland. All property destroyed or damaged by the exhibitor must be replaced in its original condition by the exhibitor or at the exhibitor's expense.
All materials and equipment furnished to the Exhibitor by Gaylord Opryland will remain Gaylord Opryland property and will be removed by Gaylord Opryland after close of show.

Liability: Gaylord Opryland is not responsible for any injury, loss or damage that may occur to the exhibitor, the exhibitor's agents, employees, or property, or to any other person or property, prior, during, or subsequent to the period covered by the exhibit contract, provided said injury, loss or damage is not caused by the willful negligence of an employee of Gaylord Opryland. Each Exhibitor hereby expressly releases Gaylord Opryland from such liabilities and agrees to indemnify Gaylord Opryland against any and all claims for such injury, loss or damage.

Insurance: Exhibitors who desire to carry insurance on their exhibits must do so at their own expense.

Fire Regulations: All doors and openings must be kept clear. Exit Signs, fire alarms and extinguishers must be visible at all times.

By the order of the Fire Marshall: Display vehicles must meet the following requirements:
Fuel level must be no more than 1/8th of a tank
Battery cables must be disconnected
Gas cap must be locked and / or taped shut

Storage: Absolutely no storage of material of any type allowed behind booths or between booths. Gaylord Opryland has no facilities for the storage of exhibits. All shipments for an exhibit must be directed to the official drayer. Shipments that arrive prior to show time will be directed to the official drayer's warehouse for storage and delivery to the exhibitor's booth at show time, at exhibitor's expense.

Food and Beverage: Any food or beverage dispensed or given away at booths must be supplied and prepared by Gaylord Opryland.

GAYLORD OPRYLAND®
RESORT & CONVENTION CENTER
Nashville

Please fax or mail to:
Attn: Exhibit Hall Operations
Gaylord Opryland Resort & Convention Center
2800 Opryland Drive Nashville, TN 37214
(P) 615-458-6390 (F) 615-458-6094

Marriott Confidential & Proprietary Information

This form has been created in order to allow you to have event expenses charged to your credit/debit card. Please provide all the information requested below to ensure prompt processing of your application. We ask you to please sign and date the form before submission. Please fax the completed form to ***EXHIBIT HALL OPERATIONS 615-458-6094***

EVENT INFORMATION - Required

Event Name/Title: _____

Event Date(s): _____

Company Name: _____

Booth #: _____

FOR SECURITY reasons, Marriott International conforms to all Payment Card Industry (PCI) standards.

PAYMENT INFORMATION - Required

Name as it appears on the credit/debit card: _____

Card Type: ☐ **VISA** ☐ **MC** ☐ **AMEX** ☐ **DINERS/CB** ☐ **DISCOVER** ☐ **JCB**

Account Type: ☐ **PERSONAL** ☐ **CORPORATE** ☐ **CREDIT** ☐ **DEBIT**

Issuing Bank: _____ **Phone:** _____

Card Number: _____ - _____ - _____ - _____ **Exp. Date:** _____ / _____

CARDHOLDER INFORMATION - REQUIRED

Address (billing): _____

City: _____ **State:** _____ **Zip:** _____

Phone Number: _____ **Fax or Alternate Number:** _____

Email Address: _____

I certify that all information is complete and accurate. I hereby authorize Gaylord Opryland Resort & Convention Center to collect payment(s) for Event listed on this form by processing one or more charges to the credit/debit card listed above. I certify that I am the authorized signer of the credit/debit card listed above.

Cardholder Name: (Printed) _____

Cardholder Signature: _____ Date: _____

For security reasons, we cannot accept completed credit card authorization forms via email.

Information Technology

Credit Card Authorization Form
Please Fax or Mail to:
Attn: Opryland IT
2800 Opryland Drive
Nashville, TN 37214
Phone: 615-458-0110
Fax: 615-458-0120
Please do not email Credit Card information

Date: _____

*All published rates are Event rates. Meaning that if the event is one minute or twenty thousand minutes it is the same rate.

Custom Dedicated Private Network - Choose the amount of bandwidth and a method of delivery (wired or wireless)

	Rate	Quantity	Wired **	Wireless	Extended Total
768 kbps (.75 Mbps)	$375				
1.0 Mbps	$500				
1.5 Mbps	$750				
3.0 Mbps	$1,500				
5.0 Mbps	$2,500				
10.0 Mbps	$5,000				
If Opryland IT runs wired cables fee per each **	$75				
Custom bandwidth selection	Mbps				

Bandwidth guidance: Low = checking email and simple web surfing (plan on 70 kbps per device) Medium = simple web applications and standard definition audio (plan on 125 kbps per device) Heavy = Web Training (plan on 250 kbps per device) Standard definition video streaming = 1.5 Mbps per device and High Definition video streaming = 3 Mbps per device

**** In order to build the network properly please indicate under wired and wireless how many devices for each**

**** For wired devices the price is not inclusive of Opryland IT running each cable; each cable Opryland IT runs is an additional $75 each cable and switches and cables are included with the additional fee**

*****Please ensure that your computer is set to receive DHCP IP addresses**

For other bandwidth amounts please email or call for pricing (up to 150 Mbps)

Infrastructure / Network Access / Wireless Equipment

	Rate	Quantity		Extended Total
Branded Splash Page (custom dedicated wireless network required)	$500			
Redirection to website after splash page (custom dedicated wireless network required)	$500			
Expedite Fee	$250			

Telecommunication Services

	Rate	Quantity		Extended Total
Direct Inward Dial Telephone Line (DID line)	$150			
Private Voice Line (AT&T Line)	$150			
ISDN BRI Circuit	$300			
Poly Com Conference Telephone	$100			
Multi Line Digital Telephone	$100			

We provide a Standard Desk telephone with each phone line.

****There will be a separate bill for any potential long distance charges by AT&T.***

For Text Messaging and Digital Signage, please call for pricing

Subtotal	
Tennessee State Tax (9.25%)	
Grand Total	

Special Instructions:

Information Technology

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2800 Opryland Drive
Nashville, TN 37214
Phone: 615-458-0110
Fax: 615-458-0120
Please do not email Credit Card information

Marriott Confidential & Proprietary Information

This form has been created in order to allow you to have event expenses charged to your credit/debit card. Please provide all the information requested below to ensure prompt processing of your application. We ask you to please sign and date the form before submission. Please fax the completed form to **Technology Solutions at 615-458-0120**

FOR SECURITY reasons, Marriott International conforms to all Payment Card Industry (PCI) standards.

CARDHOLDER INFORMATION - Required

Name as it appears on the credit/debit card: _____

Card Type: ☐ Visa ☐ MC ☐ AMEX ☐ Diners/CB ☐ Discover ☐ JCB

Account Type: ☐ Individual ☐ Debit ☐ Credit ☐ Corporate - Company Name: _____

Issuing Bank: _____ Phone: _____

Account Number: _____ Exp. Date: _____

Address (statement): _____

City: _____ State: _____ Zip: _____

Phone Number: _____ Fax or Alternate Number: _____

EVENT INFORMATION - Required

Event Name/Title: _____

Event Date(s): _____

Booth Number & Name: _____

I certify that all information is complete and accurate. I hereby authorize the Gaylord Opryland Resort & Convention Center to collect payment(s) for Event listed on this form by processing one or more charges to the credit/debit card listed above. I certify that I am the authorized signer of the credit/debit card listed above.

Cardholder Name: (Printed) _____

Cardholder Signature: _____ Date: _____

Please do not send a photocopy of the front or back of your credit card.

For security reasons, we cannot accept completed forms via email.

Information Technology

Credit Card Authorization Form
Please Fax or Mail to:
Attn: Opryland IT
2800 Opryland Drive
Nashville, TN 37214
Phone: 615-458-0110
Fax: 615-458-0120
Please do not email Credit Card information

IT Quick Reference

All published rates are Event rates. Meaning that if the event is one minute or twenty thousand minutes it is the same rate.

Expedite Fees will be incurred if we have to move up the installation time or change locations of the set need to another location even in the same room.

Please follow the following: If using a device that broadcasts in A,B,G or N please turn radio power down to the lowest usable level, please use channel 1 (A,B or G) and please encrypt the signal

Our wireless network is designed to over talk any interfering broadcasts which may result in service interruptions; we will always default to protect devices on our network first

If you need specific amount of bandwidth for your devices please let us know otherwise we will default to a suggestion of 100 kbps per device. This may not work for your application so we rely on your guidance since you are the expert in what you do.

Diagrams of booth locations or meeting room locations of IT services is ideal if we do not have diagrams this could result in delay of services getting to the appropriate locations.

If you are going to stream video or audio you will want to review per device recommendations for the application you will be using to select the appropriate amount of bandwidth

When ordering multiple devices on the custom network we will provide the switch and cables necessary.

All telephone calls are subject to, surcharges, long distance fees, and calling fees based on AT&T operator assisted rates

To dial locally dial 9 + number (except with a AT&T private line no need to dial 9)

To dial long distance dial 9 + 1 + area code + number (except with an AT&T private line no need to dial 9)

To dial international dial 9 + 011 + country code + number (except with an AT&T private line no need to dial 9)

Call for pricing if you wish to be placed on a shared network. The shared network will not have any service guarantees associated

We recommend that you have all the latest updates for your device installed prior to arrival.

We suggest turning off your updates once on property to avoid an update in the middle of a critical demonstration

Information Technology

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Nashville, TN 37214
Phone: 615-458-0110
Fax: 615-458-0120
Please do not email Credit Card information

Gaylord Opryland Resort and Convention Center Information Technology Terms, Conditions and Regulations

- Installation of network and cabling services within the Gaylord Opryland Resort and Convention Center is exclusive. IT Services are to be ordered by each exhibitor separately and are not to be shared with other exhibitors. This also refers to wireless devices. Routine audits are performed to ensure adherence.

- All prices are for rental of services only. Material and equipment furnished by the Gaylord Opryland Resort and Convention Center for IT services shall remain the property of the Gaylord Opryland Resort and Convention Center's unless otherwise specified, and shall be returned to the Gaylord Opryland Resort and Convention Center's Exhibitor Service desk at the close of show. The Gaylord Opryland Resort and Convention Center is not responsible for lost or damaged equipment while in the exhibitor's possession.

- Under no circumstances shall anyone other than the Gaylord Opryland Resort and Convention Center's Information Technology technicians make any special wiring within the resort property. Only the Gaylord Opryland Resort and Convention Center's Information Technology technicians are authorized to modify system wiring or cabling. Any wiring or cabling damage costs (plus administration fees) will be billed to the exhibiting firm name.

- Delivery data transmission lines ordered from an outside vendor will only be allowed to the property DMARC Center. All circuit installs must be coordinated with the Gaylord Opryland Resort and Convention Center's Information Technology group at least 9 weeks in advance of show date. If we are not notified we will refuse access and delivery.

- All exhibitor network services will be disconnected on the last day of the event, sixty (60) minutes after the show's official closing time.

- Rates quoted for all services include bringing the requested communication services to the booth in the most convenient manner and do not include special wiring, over-head drops and/or special placement of communication services, computer equipment or intranet working cabling. All island booths will require a scaled diagram with orientation. Additional labor and materials will be charged for precise placement of communication services. Additional labor charges will be required for relocating service after installation. The Gaylord Opryland Resort and Convention Center will not be responsible for any cutting or altering of any floor coverings in order to bring data services to a booth.

- Changes to original orders will require a service order to be signed by the exhibitor acknowledging receipt of service and any associated labor. Labor is charged in full hour increments (minimum charge is 1 hour). Labor rate is $150.00/hour.

- Notification of cancellation must be received in writing a minimum of five (5) days prior to scheduled opening date. Credit will not be given for connections installed and not used. No credit will be given for service canceled less than forty-eight (48) business hours prior to the scheduled event opening. Disputes concerning services must be filed by the exhibitor with the Exhibitor Services Department prior to the close of show. The Gaylord Opryland Resort and Convention Center will resolve disputes in a timely manner.

- The network connections provided by Gaylord Opryland Resort and Convention Center may be used only by the directors, officers and employees of the company; exhibitors, agents and consultants while performing service for the exhibiting company and cannot be resold or distributed to other companies. The services being provided by Gaylord Opryland Resort and Convention Center will facilitate communications between the Gaylord Opryland Resort and Convention Center's authorized users and the entities reachable through the Internet. Users of Gaylord Opryland Resort and Convention Center services shall use reasonable efforts to promote efficient use of the network to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks.

Information Technology

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Fax: 615-458-0120
Please do not email Credit Card information

- Users of Gaylord Opryland Resort and Convention Center services shall not disrupt any of the Gaylord Opryland Resort and Convention Center network or other associated networks as a whole or any equipment of system forming part of their systems, or any services provided over, or in connection with any of the Gaylord Opryland Resort and Convention Center or other associated networks. Gaylord Opryland Resort and Convention Center services shall not be used to transmit any communication where the meaning of the message, or it's transmit distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof.

- Gaylord Opryland Resort and Convention Center reserves the right to troubleshoot with tools such as Sniffer Pro, FLUKE network analyzers, etc. Gaylord Opryland Resort and Convention Center reserves the right to immediately disconnect network connections when activity such as denial of service attacks, port scans, or any other form of network performance degradation activities. After disconnection, isolation and quarantine assistance will be given.

- All devices for which the Gaylord Opryland Resort and Convention Center provides Internet or Networking connectivity shall be required to obtain a Gaylord Opryland Resort and Convention Center assigned IP address. At no time, while connected to Gaylord Opryland Resort and Convention Center network, will the customer use run their own DHCP server. Physical layer network audits are performed to ensure adherence.

- The Customer must provide the node equipment (personal computer, etc.) properly configured, as well as a standard Ethernet adapter card, rated for 10/100/1000Mbps with an RJ-45 jack. The Customer is responsible for the proper configuration of computing machinery and software for Internet and Ethernet communications.

- Wireless Specific (802.11a,b,g, n): The use of any wireless access point or any other device that interferes with the facilities wireless data frequencies is strictly prohibited. At no time will an exhibitor or customer power up any wireless device not provided by Gaylord Opryland Resort and Convention Center without prior authorization. Additional charges will be added upon violation.

- Wireless users will receive a user name and password specific to that MAC Address that it initially logs onto the network. If the username and password is used more than once by a different device i.e. (pc, laptop, pocket pc, etc.) additional connections will apply at the standard rate. These charges are subject to be applied to the credit card on file without notification. No sharing of password and usernames will be permitted. Each device needing connectivity will need there own username and password.

- Internet Performance Disclaimer: Gaylord Opryland Resort and Convention Center does not guarantee the performance, routing, or throughput, either expressed or implied, of any data circuit connectivity with regards to the Internet and/or Internet backbones beyond any facility we service. The Gaylord Opryland Resort and Convention Center is the exclusive supplier of Internet connectivity for all events within the facility. We are equipped with a Metro Ethernet (300 Mbps) dedicated Internet connection to a tier 1 provider, and can provide Internet and networking connectivity to any location within the Convention Center.

- **Internet Security Disclaimer: Gaylord Opryland Resort and Convention Center does not provide security, such as but not limited to firewalls, NAT'ing devices, virus protection, etc. for any Internet services we provide. It is the sole responsibility of the exhibitor or customer to provide all necessary security. With execution of this document the Customer is agreeing to the Terms and Conditions of this document and will hold Gaylord Opryland Resort and Convention Center; its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.**

- Streaming video or audio is not allowed on the shared network as it will not only effect your service experience but also everyone else that is on the shared network. You must purchase a dedicated solution if you desire to stream audio or video here at Gaylord Opryland. **No exceptions**.

Exhibit Request Form

Event Name : _____

Company Name: _____

Mailing Address: _____

Contact Name: _____

Contact email address: _____

ONSITE Contact Name: _____

ONSITE Contact Mobile #: _____

GAYLORD OPRYLAND®
RESORT & CONVENTION CENTER
Nashville

BOOTH # REQUIRED BOOTH LOCATION REQUIRED

Display Equipment						
Item	**Install date**	**Strike date**	**# of Items**	**Cost per day**	**# of days**	**Subtotal**
22" Monitor				$225.00	X	
32" Monitor (LCD)				$275.00	x	
40" Monitor (LCD)				$425.00	X	
46" Monitor (LCD)				$550.00	X	
DVD Player				$85.00	X	
Additional Equipment			**#of items**	**Cost per day**	**# of days**	**Subtotal**
LCD Monitor Stand				$125.00	X	
Laptop Computer				$250.00	X	
Up Light (PAR)				$35.00	X	
Personal Speaker				$40.00	X	
OTHER					X	

Payment Options:
Group Master Account (Authorized Signers Only)
*Check Pre-Payment
*Credit Card (Complete Form on the Next Page)
***FULL PAYMENT DUE 15 DAYS PRIOR TO LOAD IN**
****CALL FOR SPECIAL SHOW RATES!!!**

Rental Total for all days	$
+ Labor: 20% of Rental OR **($75 Minimum)**	$
Subtotal (Rental + Labor)	**$**
+ Service Charge: %24	$
Subtotal + Service Charge	**$**
+ State Tax: %9.25	$
TOTAL	**$**

PSAV®
Technology Meets Inspiration

Gaylord Opryland Resort and Convention Center
2800 Opryland Dr
Nashville, TN 37214
FAX Completed Forms TO: 615.458.2640
Email Completed Forms TO: 1602EXPO@PSAV.com

Orders will be confirmed by return eMail

***If you do not receive a confirmation please contact the office. Pricing is subject to change.**

On-site office phone: 615-458-2680

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Credit Card Consent / Security Deposit Form

PSAV LOCATION NUMBER: _____ Property Name: _____

Credit Card Type: *American Express_____ Discover_____ MasterCard_____ Visa_____*

Credit Card Number: _____

Exp Date: _____ Security Code _____

Customer PO: _____

(If no Purchase Order # provided use location # and Order ID XXXX XXXX)

Cardholder's Name: _____

(As it appears on credit card)

Cardholder Billing Address: _____ Zip Code (*REQUIRED)*: _____

(Only numeric portion required)

Cardholder email address: _____

Customer Name: _____

(*Name as it should appear on the invoice)*

Invoice/Order Number(s): _____

I, (please print) _____, certify the above information to be true and correct to the best of my knowledge. As the cardholder, I am authorizing the above credit card account to be charged for the attached order and any additional amounts incurred as a result of all show site changes ordered by my representatives and/or place my card on file for Security Deposit purposes in the event of payment default, cancellation fees or damages/losses owed per PSAV Terms and Conditions – See Terms and Conditions.

Signature_____Date_____

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Gaylord Opryland
Exhibitor Catering Services Menu

In today's economy and hyper-competitive market, the pressure is on to make every dollar produce results. As an exhibitor, you want to stand head and shoulders above the crowd to draw in your target audience.

Gaylord Opryland's Catering Managers can help you attract qualified traffic and meet your goals by creating custom and unique experiences for your booth.

- "Out" exhibit your competitors
- Create more networking opportunities
- Increase face time with prospective customers
- Generate more leads
- Gain the competitive edge

For additional information, please contact your Catering Manager or email us at: OprylandExhibitorCatering@gaylordhotels.com.

Completed orders can be sent to the above email address or faxed to 615-458-6942.

GAYLORD OPRYLAND®
RESORT & CONVENTION CENTER
Nashville

Contact Information			
Contact Name	Position	Phone Number	Fax Number
Company Name		Company Mailing Address	
On-Site Contact	On-Site Phone Number	Email Address	

Order Information			
Exhibit Hall Date	Requested Start Time	Booth Number	Requested End Time

Specialty Machine Rentals (*supplies additional)				
Item	Description	Price	Start Time	End Time
Delta Coffee Stop Express	Pricing includes 2 Baristas & Electrical Power	$1000++ per hour rental; 2-hour minimum		
Starbucks Machine	Pricing includes 1 Attendant & Electrical Power	$500++ per hour rental; 2-hour minimum		
VIP Latte Machine	Pricing includes 1 Attendant & Electrical Power	$350++ per hour rental; 2-hour minimum		
*Super Soft Pretzel Warmer & Display Table Top	Pricing includes 1 Attendant & Electrical Power	$150++ per hour rental; 2-hour minimum. *Pretzels: $6.50++ ea		
Donut Machine	Pricing includes 1 Attendant & Electrical Power	$300++ per hour rental; 2-hour minimum		
Bake-in-Booth Cookie Oven Table Top	Pricing includes 1 Attendant & Electrical Power	$350++ per hour rental; 2-hour minimum. 8 dozen/hour capability		
*Made-to-Order Smoothies Blenders w/ 4 Seasonal Fruits (16oz)	Pricing includes 1 Attendant & Electrical Power	$150++ per hour rental; 2-hour minimum. *Drinks: $6.50++ ea		
*Roll-in Ice Cream Freezer Häagen Dazs Ice Cream Novelties	Number of Ice Cream Bars must be guaranteed in advance. Electrical Power included	Minimum of 80. *Bars: $6.00++ ea		
*Table Top Ice Cream Freezer Häagen Dazs Ice Cream Novelties	Number of Ice Cream Bars must be guaranteed in advance. Electrical Power included	Minimum of 25. *Bars: $6.00++ ea		
Popcorn Machine Table Top	Pricing includes 1 Attendant & Electrical Power	$275++ per hour rental; 2-hour minimum. 100 bags maximum per hour		
Catering Manager will order electrical hook-up				

"Show Stopper" Packages				
Package Name	Description	Price	Start Time	End Time
Take Me Out to the Ball Game!	Fresh Popped Bags of Popcorn Shaken with Cheddar Cheese, Spicy or BBQ Blueberry, Cherry & Lemon Italian Ice Cups Individually Packaged Peanuts, Pretzels and Cracker Jacks Assorted Sodas Includes Popcorn Machine and Attendant (Cotton Candy Machine Additional)	Service for 50 $300++ Service for 100 $550++ Service for 500 $2000++		
Personal Vending Machine	Individually Packaged Candy, Chips, Pretzels, Cookies, Granola Bars and Crackers Assorted Sodas	Service for 50 $300++ Service for 100 $550++ Service for 500 $2000++		
Good Morning Sunshine!	Fresh Fried Doughnuts w/ Cinnamon Sugar Assorted Bakeries, Biscotti and Muffins Whole Fruit Freshly Brewed Regular and Decaf Coffee	Service for 50 $400++ Service for 100 $750++ Service for 500 $3000++		
Chocolate Cascade!	Chocolate Fountain – Dark, Milk or White Marshmallows, Pretzel Rods and Strawberries	Large Fountain 300 pieces $1000++ (Fountain rental included)		
Frozen Delight!	Häagen Dazs Ice Cream Novelties, Frozen Snickers Ice Cream Bars Italian Ice Cups (Assorted Flavors) Assorted Sodas	Service for 50 $400++ Service for 100 $750++ Service for 500 $3000++		
Margarita-ville!	Made-to-Order Margaritas Nacho Station including Guacamole, Queso, Sour Cream, Homemade Salsa, Japaleños and Tortilla Chips Bartender Fee Included	Up to 50 drinks $650++ per hr Up to 100 drinks $1150++ per hr		

Non-Alcoholic Beverage Service

Item	Price	Start Time	End Time	Starting Amount	Refresh ? Yes or No	MAX Amount (if applicable)
**Freshly Brewed Regular Coffee	$75.00++ per gallon			Gallons		Gallons
**Freshly Brewed Decaffeinated Coffee	$75.00++ per gallon			Gallons		Gallons
**Selection of White Lion Teas	$75.00++ per gallon			Gallons		Gallons
**Fresh Ice Tea or Lemonade	$75.00++ per gallon			Gallons		Gallons
**Homemade Peach Sun Tea with Fresh Lemon Wedges	$80.00++ per gallon			Gallons		Gallons
Assorted Bottled Soft Drinks	$4.50++ each					
Still and Sparkling Bottled Water	$4.50++ each					
Water Cooler w/First 5 Gallons of Water	$225.00++ each					
Bottled Vitamin Water	$4.50++ each					
Bottled Fruit Juices	$4.75++ each					
Bottled Energy Drinks	$5.50++ each					
Starbucks Frappuccinos	$5.00++ each					

Bottled drinks are charged on consumption.

**Beverage refreshes occur every 2 hours. All beverages will be replenished to the starting amount (unless otherwise specified). Coffee and tea remaining at the 2-hour refresh will be removed, and new coffee and tea equal to the starting amount will replace them. Refresh charges based on listed prices.

Alcoholic Beverage Service

Items on Consumption	Price	Start Time	End Time
Resort Brand Liquor Drinks	$9.00++ per drink		
Deluxe Brand Liquor Drinks	$8.00++ per drink		
Wine – Cabernet, Chardonnay	$9.50++ per glass		
Domestic Beer	$7.00++ per bottle		
Premium/Imported Beer	$7.50++ per bottle		
*Customized Cocktails	$9.50++ per drink		
**Hand-Crafted Cocktails	$13.00++ per drink		

Alcoholic beverages being served require the assistance of a Gaylord Opryland Bartender. Bartender fees are $100.00+ per event.

*Customized Cocktails can be created to reflect your specific company, organization, logo colors, etc.

**Hand-Crafted Cocktails are Prohibition-inspired with homemade bitters, brown and clear liquors, custom-flavored ice and perfectly garnished glassware.

Resort Brand Liquors
Tanqueray, Absolut, Sauza Hornitos Plata, Maker's Mark, Johnny Walker Black, Bacardi Superior, Crown Royal

Deluxe Brands
Beefeater, Skyy, Jose Cuervo Silver, Jack Daniel's, Dewar's White Label, Bacardi Superior, Canadian Club

Wine
William Hill, Cabernet Sauvignon,
William Hill, Chardonnay

Domestic Beer
Budweiser, Bud Light, Coors Light, Miller Lite, Redbridge (gluten free)

Premium/Imported Beer
Heineken, Corona, Samuel Adams, Yuengling

Non-Alcoholic Beer
Sharps

Boxed Lunches					
Item	Time	Quantity	Side #1	Side #2	Dessert
Please order 2 weeks in advance. Please choose the same sides and dessert for each item.					

Boxed Lunches $36.50++ each

All boxed lunches include an entrée, two side options and a dessert.
Soft drinks and bottled water are available on consumption.

Ham & Provolone on Pumpernickel Kaiser
Honey ham, provolone cheese, lettuce, tomato and Dijon mustard

Turkey Club Wrap
Smoked turkey, Swiss cheese, bacon, lettuce, tomato and herb mayonnaise

New Age Caesar Salad
Italian chicken, romaine lettuce, grape tomato, black olives, shaved parmesan and garlic croutons

Sides
Marinated Pasta Salad
Southern Potato Salad
Bag of Chips or Pretzels
Fruit Salad

Desserts
Chocolate Fudge Brownie
Rice Crispy Treat
Christie Cookie
Candy Bar

A la Carte				
Item	Price	Start Time	End Time	Quantity
Custom Fortune Cookies With Your Logo or Message! Minimum order ~ 10 dozen Please see Catering Manager for details	$55.00++ per dozen			Dozen
Breakfast Bakeries	$55.00++ per dozen			Dozen
Toaster Station of Fresh Bagels with House Made Cream Cheese	$55.00++ per dozen			Dozen
Jumbo Cinnamon Buns	$55.00++ per dozen			Dozen
Mascarpone Marble Brownies	$55.00++ per dozen			Dozen
Christie Cookies	$55.00++ per dozen			Dozen
Delicious Assortment of Cupcakes	$55.00++ per dozen			Dozen
Afternoon Miniature Dessert Tarts and French Pastries	$55.00++ per dozen			Dozen
Deluxe Mixed Nuts	$45.00++ per lb			lb(s)
King-Sized Candy Bars (charged on consumption)	$4.25++ each			
Assorted Hershey's Candy by the Pound	$18.00 ++per lb			lb(s)
Whole Fruit (Bananas, Apple, Oranges and Pears)	$3.50++ each			
Häagen-Dazs Ice Cream Novelties	$6.00++ each			
Nutri-Grain and Energy Bars (charged on consumption)	$4.25++ each			
Caramel and/or Candy Apples	$5.50++ each			
Assorted Chips, Pretzels or Popcorn Bags (charged on consumption)	$4.25++ each			

Other Show Stoppers				
Items Charged Per Week	Price	Start Time	End Time	Quantity
Fern/Ivy Baskets (10" pot)	$30.00++ each			
Foliage (10" pot)	$30.00++ each			
Foliage (14" pot)	$48.00++ each			
Seasonal Flowering Plants (6" pot)	$18.00++ each			
Juice Bar – Have attendees stop at your booth and charge their cell phones	$500++			
Massage Chairs with attendant	See Catering Manager			
Shoe Shine Stand with attendant	See Catering Manager			

++SERVICE CHARGE AND TAX

All prices are subject to 24% service charge and applicable 9.25% Tennessee State Tax. An additional 15% Tennessee State Beverage Tax will be added to all liquor and wine. Prices are subject to change.

GUARANTEES

Guarantees are due by 10:00 AM three working days prior to the event.

FOOD AND BEVERAGE RESTRICTIONS

Due to liability and legal restrictions, no outside food or beverage of any kind may be brought into the Resort by the customers, guests, exhibitors or other suppliers. Any food and beverage ordered on site will be limited to resources we have available and staffing. There will be an $85 pop-up fee for food and beverage ordered within 72 hours as per Gaylord Opryland's Catering Guidelines.

BOOTH DELIVERY FEE

All booths deliveries/set-ups are subject to a $50+ fee.

Guidelines/Operational Policies

ATTENDANCE ESTIMATES & GUARANTEES

1. A 10-day updated estimate attendance count is required on all meal functions. Your catering manager must be notified of the updated estimate of attendance by 10 a.m. on the specified days. In the event an updated estimate of attendance is not received by 10 a.m., the original or most recent estimated attendance count will be utilized. The 10-day estimated attendance numbers can be increased or decreased by a maximum of 10% when submitting the 72-hour final guarantee. Increases above 10% will be accommodated based upon product availability from suppliers and cannot be guaranteed. Your catering manager will provide you with a schedule of dates the updated estimates are due.

2. A 72-hour guarantee is required on all meal functions (3 working days). Your catering manager must be notified of the exact number of attendees from whom you wish to guarantee payment by 10 a.m. on the specified days. In the event a guarantee is not received by 10 a.m., the most recent estimated attendance count will be prepared and billed. For functions scheduled on Tuesday, the guarantee must be received by 10 a.m. on the preceding Friday. The Hotel will only plate food for the guaranteed number of meals and prepare to serve the set number as follows: 5% over the final guarantee for events 499 guests and below and 3% over the final guarantee for events with 500 guests and above.

ADDITIONAL FEES, TAXES, PRICING & PAYMENT

1. All food and beverage functions are subject to the current Hotel service charge and applicable taxes.

2. All bars are subject to a $100.00 labor charge.

3. Pop-Up Fees. The hotel reserves the right to add an $85 fee to all "pop-up" requests. A "pop-up" is classified as an event that is requested for the hotel within 72 business hours of the group arrival.

4. Seating arrangements are 72" round tables set up for 10 persons per table. Requests for seating arrangements with fewer than 10 persons per table will incur additional labor fees.

5. When entertainment is contracted, the client will be responsible for any costs incurred for additional audio/visual and electrical hook-ups. Client should be aware and inform Hotel of setup times for contracted entertainment.

6. Any meal functions requiring complete table setup by more than one half-hour prior to serving time or a delay of one half-hour over the planned starting time is subject to a labor charge.

7. Prices – Prices herein are subject to increase in the event costs of food, beverages or other costs of operations increase at the time of the function. Patron grants the right to the Hotel to increase such prices or to make reasonable substitutions on the menu with prior written notice to the patron, providing, however, patron shall have the right to terminate this agreement within 7 days after such written notice from Gaylord Opryland Resort and Convention Center Nashville.

8. Payment must be made in advance of the function unless credit has been established to the satisfaction of the Hotel, in which an event deposit shall be paid at the time of signing. The balance of the account is due and payable 30 days after the date of the function. A deposit of 25 percent of the total balance of social functions is required.

GENERAL INFORMATION & POLICIES

1. The Hotel does not allow any food or beverages to be brought in from the outside by guests, due to city, state, health and liquor laws. The Hotel will purchase any special items requested from a licensed purveyor.

2. Carved menu items can be set out a maximum of 2 hours per state health codes. After a 2-hour period has elapsed, the carved item must be removed and/or replaced if additional quantities were ordered and still available.

3. Outdoor Functions – The Hotel reserves the right to make the decision to move any outdoor function to the inside backup space due to inclement weather. You will be advised of all options for your function at a minimum of 8 hours in advance of the event. The Hotel's decision is final.

4. Gaylord Opryland Resort and Convention Center, as a licensee, is responsible for the administration of the sale and service of alcoholic beverages in accordance with the Tennessee Alcoholic Beverage Control Board's regulations. It is our policy, therefore, that all liquor must be supplied by the Hotel and sold by the drink. The Hotel will purchase specific items requested from licensed vendors.

5. The Hotel, according to the guaranteed minimum number of people anticipated, assigns function rooms. Room rental fees are applicable, and additional set-up fees could be applied for room sets changed on the day of the event. The Hotel reserves the right to change groups to a room more suitable at the Hotel's discretion, if attendance decreases or increases.

TO *(Client Name)* *(Main Group Name) Affiliates*
ARRIVAL *(Main Group Dates)* *00/00/00 - 00/00/00*
FAX *(Client Fax #)*
CURRENT DATE *00/00/00*

CREDIT CARD AUTHORIZATION FORM FOR EXHIBIT HALL MENU ORDERS ONLY

I approve the credit card listed below to be used for payment on all charges from my event at Gaylord Opryland Resort & Convention Center or any entity owned by Gaylord Opryland.

A Deposit of 100% of the estimated amount will be applied to the card 3-5 days prior to the event and the balance at the end of the event. All charges will be applied to card prior to bill being mailed.

*****No Terms Given*****

Credit Card Information

Cardholder's Name				
Company Name				
Card Number			**Expiration Date**	
Signature			**Date**	
Card has daily limit restrictions?	yes	no	Amount: $	(if yes checked)
Card has transaction limit restrictions?	yes	no	Amount: $	(if yes checked)

Please provide tax exempt forms if applicable. Tax exempt must be federal form 501(c)(3) or Tennessee tax exempt form. In order to comply with government policies, the Hotel must receive a copy of one of the above mentioned forms, and payment must be from the tax exempt organization. Taxes will be charged if no form is received and/or the credit card does not have matching company name on it.

Also, please provide front and back copy of your credit card and fax/email back to:

Fax: (615) 458-6942
Email: OprylandExhibitorCatering@GaylordHotels.com

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